

# UNIT 8 WORK

## Lesson A Listening

### 1 Listen and complete the letters.

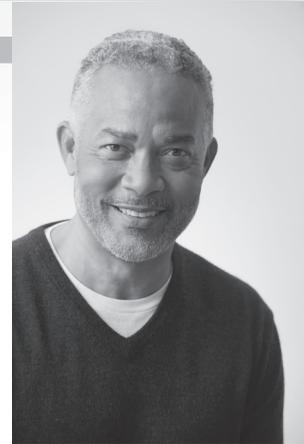
chart                      deal with                      initials                      share  
close up                      exhausted                      negotiate                      work (something) out



### Mr. Advice

Dear Mr. Advice,

Marta and I work in a bookstore on the same shift. She runs the cash register and answers questions from customers. I answer the phone and put new books on the shelves. I like Marta, but every afternoon she calls her children several times on her cell phone. She talks to them for a long time about their day at school. Then they make plans for dinner.



Afternoons are very busy in the store. While Marta is talking to her kids, I have to help the customers, put books on the shelves, and answer the phone – all at the same time. We have a chart with our duties, and Marta writes her \_\_\_\_\_ for things that she hasn't done. I'm \_\_\_\_\_ after work because I'm doing the jobs of two people! She never does her \_\_\_\_\_ of the work. Sometimes she even leaves early, and I have to \_\_\_\_\_ the shop by myself. What should I do?

Diana in Denver

Dear Diana in Denver,

First, you should try to \_\_\_\_\_ with Marta. Explain the problem and agree on a time for one short phone call to her children. Of course Marta wants to know that her children are OK. But work is not the place for long, personal phone conversations.

If she doesn't agree, you should tell your boss, and let him or her \_\_\_\_\_ the problem. Marta's bad habits will cause problems for the business. But you like Marta and enjoy your job, so I'm sure you can \_\_\_\_\_ things \_\_\_\_\_.

Good luck!

Mr. Advice

## 2 Answer the questions. Use the information in Exercise 1.

1. What are Diana's duties?

*She answers the phone and puts new books on the shelves.*

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2. What is Diana's problem?

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3. What is Mr. Advice's first solution?

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4. What should Diana do if the first solution doesn't work?

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## 3 Complete the sentences.

advice    close up    exhausted    negotiate    task  
chart    deal with    initials    share    work (something) out

1. I'm trying to work something out so I can take the day off tomorrow.
2. I have to stay late because it's my turn to \_\_\_\_\_ the store.
3. After you've read this form, please write your \_\_\_\_\_ here.
4. When you buy a car, people expect you to \_\_\_\_\_ for a better price.
5. Can I ask for your \_\_\_\_\_? My boss always wants me to work late and I'm not sure what to do.
6. Lucy doesn't do her \_\_\_\_\_ of the work around here. It's not fair.
7. My boss made a \_\_\_\_\_ of the employees' duties and hung it on the wall.
8. Whenever I finish one \_\_\_\_\_, I start the next one right away. I like keeping busy!
9. I worked all day today, and now I'm \_\_\_\_\_. I don't want to go out.
10. I sometimes have to \_\_\_\_\_ difficult customers. It's part of my job.

## 4 Listen. Then check two true sentences.

- Scott sometimes leaves early to go to the library.
- Scott has asked the owner's permission to leave early.
- Scott doesn't get paid when Amelia does his work.
- Jerry thinks that Scott has been irresponsible.



# Lesson B Verb tense contrast

Study the grammar explanation on page 131. For a list of past participles, turn to page 134.

## 1 Complete the chart.

		Present perfect	Present perfect continuous
1.	he / serve	<i>he has served</i>	<i>he has been serving</i>
2.	they / work		
3.	we / go		
4.	she / help		
5.	I / take		

## 2 Read the sentences. Circle the correct answers.



- Diana has been putting books on the shelves for two hours.  
 a. She's putting books on the shelves now.  
b. All the books are on the shelves.
- Daria has made strawberry donuts.  
a. We can sell the donuts now.  
b. The donuts aren't ready.
- Mike has been working as a cashier for two years.  
a. He's a cashier now.  
b. He has a different job now.
- They have been painting the bookstore.  
a. They finished painting yesterday.  
b. They will finish painting soon.
- I've been reading that magazine.  
a. I finished reading it.  
b. I haven't finished it yet.
- I've washed all the dishes.  
a. The dishes are clean.  
b. The dishes will be clean soon.
- Marta has talked to her kids twice.  
a. She is talking to them now.  
b. She isn't talking to them now.

**3 Complete the sentences. Use the present perfect or present perfect continuous. Use *just* where possible.**

2:30 p.m. Diana is already at the bookstore. Marta has just arrived at the store, too. it's very quiet. Only three customers \_\_\_\_\_ into the store so far.  
 1. arrive  
 2. come

4:00 p.m. Diana \_\_\_\_\_ books on the shelves for an hour.  
 3. put

5:00 p.m. The store gets busy. Many people \_\_\_\_\_ work.  
 4. finish

5:30 p.m. Marta \_\_\_\_\_ on the phone with her daughter for 20 minutes. Diana is getting angry. She \_\_\_\_\_ Marta's work for nearly half an hour! Suddenly, Marta puts her phone away. Their boss \_\_\_\_\_ into the store.  
 5. talk  
 6. do  
 7. walk

7:00 p.m. Diana's feet are tired. She \_\_\_\_\_ for five hours.  
 8. stand

11:00 p.m. Diana \_\_\_\_\_ a very funny book that has made her forget her problems. Now she's ready for bed.  
 9. read

**4 Read Diana's new schedule. Write sentences about Diana's duties at these times. Use the present perfect or present perfect continuous. Use *just* where possible.**

*Diana Parker's Work Schedule*

2:00 p.m.	Arrive
2:15-3:00 p.m.	Order new books
3:00-4:30 p.m.	Put books on the shelves
4:30-5:00 p.m.	Take a break
5:00-7:30 p.m.	Help Marta at the cash register
7:30-7:45 p.m.	Sweep the floor
7:55 p.m.	Turn off the computer

- It's 2:05 p.m. She has just arrived.
- It's 2:45 p.m. \_\_\_\_\_
- It's 4:00 p.m. \_\_\_\_\_
- It's 5:00 p.m. \_\_\_\_\_
- It's 5:45 p.m. \_\_\_\_\_
- It's 7:59 p.m. \_\_\_\_\_

# Lesson C Participles as adjectives

Study the grammar explanation on page 131.

## 1 Complete the chart.

	Adjectives ending in <i>-ed</i>	Adjectives ending in <i>-ing</i>
1.	<i>bored</i>	boring
2.	frustrated	
3.		exciting
4.	disappointed	
5.		interesting

## 2 Complete the sentences.

amused      disappointed      frightened      interested  
bored      excited      frustrated      relaxed

- Laila has been reading that book for three hours now. She's underlining sentences in it and taking notes. She's interested in the story.
- Marina has been doing exactly the same thing at work every day for six years. Every day is just like every other day. She's \_\_\_\_\_.
- Tina doesn't like to be alone in her house at night. She's \_\_\_\_\_.
- Eddie and his brother went to the video store, but it was closed, so they couldn't get any videos. They're \_\_\_\_\_.
- Denise just got a much better job with higher pay. She is looking forward to starting next week. She's \_\_\_\_\_.
- Mr. and Mrs. Gray are laughing because their son just told them a very funny story. They're \_\_\_\_\_.
- Rolando had the day off today. He slept a lot, talked to his friends, and watched some TV. He's \_\_\_\_\_.
- Karen has been trying to fix her computer for two hours, but it still doesn't work. She has tried many different things. She's \_\_\_\_\_.

### 3 Circle the correct adjectives.

1. I feel really **tired** / **tiring** this morning because I went to bed very late last night.
2. My co-worker told me an **amused** / **amusing** story about a customer.
3. My job is really **bored** / **boring**. It never changes.
4. Working alone at night is sometimes **frightened** / **frightening**. No other workers are in the building with me, and it's too quiet.
5. Yolanda's boss didn't listen to her complaints, so now she's **frustrated** / **frustrating**.
6. I read an **interested** / **interesting** article about how to get along better with your co-workers.
7. My manager was **disappointed** / **disappointing** in me because I was late for work again.

### 4 Complete the sentences. Use adjectives ending in -ed or -ing.

**A** I hate giving presentations at work! My hands get cold, and my voice sounds strange. I feel really frightened when I have to speak to a big group of people. <sup>1. frighten</sup>

**B** Really? Why do you feel scared?

**A** I'm always afraid my presentation will be \_\_\_\_\_, and people won't be \_\_\_\_\_ in it. <sup>2. bore</sup>  
<sup>3. interest</sup>

**B** Maybe you could tell a short but \_\_\_\_\_ story that will make people laugh. <sup>4. amuse</sup>

**A** That's a good idea.

**B** And here's another idea. Last week, I saw a great presentation at work. The speaker showed us a few \_\_\_\_\_ photos. People couldn't believe what they saw! <sup>5. excite</sup>

**A** OK, I'll bring some pictures. Can you help me prepare my presentation? I can't find the right words, and then I feel \_\_\_\_\_. <sup>6. frustrate</sup>

**B** Sure, I can help you! And if you practice a lot, you'll feel more \_\_\_\_\_. <sup>7. relax</sup>

**A** But I only have three days.

**B** Don't worry, you can do it. Your boss won't be \_\_\_\_\_ in you. You're going to give a great presentation! <sup>8. disappoint</sup>



# Lesson D Reading



1 Read. Circle *T* (True) or *F* (False). Then listen.

## The **Soft Skills** That **Employers Want**



To move up in your career, you need two kinds of skills: hard (or technical) skills and soft (or personal) skills. Every job requires different technical skills, but most jobs need the same kinds of soft skills. What soft skills are employers looking for? We asked a group of business leaders this question, and here are their answers.

**Good attitude** You are happy to be working at this job, and you want to move up in your career. You are interested in your work and want to learn more about it.

**Work ethic** You show your employer that you will work hard for your paycheck. When you aren't busy, look for another project to do, or help another employee with his or her work. Try to do superb work in all parts of your job.

**Teamwork** Working well with other employees is very important. You help other people and ask other people for help when you need it. Sometimes your boss won't notice all of the good things that you do, but don't be disappointed.

**Confidence** You try new things and learn from your experiences. If you make a mistake, correct it as soon as you can. And don't get irritated if your supervisor corrects you. Employers need people who want to try new things.

**Communication skills** You express your ideas clearly, even if your English isn't always perfect. In most jobs, speaking and writing are equally important. Try to increase your vocabulary by learning at least one new technical word every day. Ask questions if you don't understand things.

**People skills** You are kind and helpful to your co-workers and to everyone that you meet during your day at work. You know that all people are different, and you try to understand how they feel.

**Honesty** You are careful with your employer's money and property, and you don't take things home to use for yourself. You repair things if you break them. You don't make personal phone calls or waste time when you're at work.

- |   |   |   |
|---|---|---|
| 1. An employee with confidence doesn't need to correct his or her mistakes.   | T | F |
| 2. An employee with good people skills understands different kinds of people. | T | F |
| 3. An employee with a good work ethic thinks only about money.                | T | F |
| 4. An employee with honesty doesn't read the newspaper during work hours.     | T | F |
| 5. An employee with a good attitude is happy to have his or her job.          | T | F |

**2 Write the soft skill that each person has. Use the information in Exercise 1.**

	Soft skill
1. Alan always looks for something to work on after he finishes his own work at the donut shop.	<i>work ethic</i>
2. Sharmin really enjoys her job. She wants to get a promotion, so she's taking computer classes after work.	
3. Alexei helped a customer find a great birthday present for her grandmother even though it took a long time.	
4. Young-mi makes salads in the restaurant, but she is ready to learn how to cook. She has offered to help the chefs at lunchtime next week.	
5. Chin worked very hard on the group report even though his name wasn't on it.	
6. Omar waits until his lunch break to call his wife on his cell phone.	
7. Renata is a cashier in a supermarket. She is learning the English names of all the fruits and vegetables in the store so that she can help customers.	

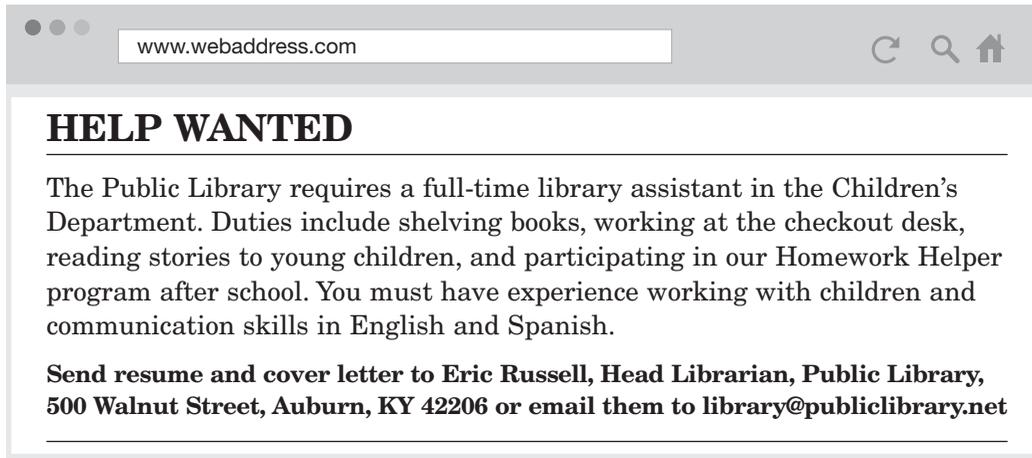
**3 Complete the sentences.**

automotive      equally      personal      superb  
 cooperative      motorcycle      repair      technical

- To work with all kinds of machines, you need to have strong technical skills.
- Jorge speaks excellent English, and he writes \_\_\_\_\_ well.
- I want to get a \_\_\_\_\_ because it's cheaper than a car and a lot more fun.
- My cousin knows how to \_\_\_\_\_ computers. He fixed my laptop when it stopped working.
- My mother is a \_\_\_\_\_ cook. Everyone loves to come to our house for dinner!
- Larisa is very \_\_\_\_\_ with her co-workers. She gets along well with them and always helps them when they are busy.
- George is studying for a certificate in \_\_\_\_\_ repair. He wants to work with cars.
- Some people don't like to answer \_\_\_\_\_ questions about age and marital status.

# Lesson E Writing

## 1 Read the online ad. Then answer the questions.



www.webaddress.com

### HELP WANTED

The Public Library requires a full-time library assistant in the Children's Department. Duties include shelving books, working at the checkout desk, reading stories to young children, and participating in our Homework Helper program after school. You must have experience working with children and communication skills in English and Spanish.

Send resume and cover letter to Eric Russell, Head Librarian, Public Library, 500 Walnut Street, Auburn, KY 42206 or email them to [library@publiclibrary.net](mailto:library@publiclibrary.net)

1. What is the job? full-time library assistant
2. Where is the job? \_\_\_\_\_
3. What are the job duties? \_\_\_\_\_  
\_\_\_\_\_
4. What skills and experience should the job candidate have? \_\_\_\_\_  
\_\_\_\_\_

## 2 Read the resume.

**Gina Morales**  
61 Forest Street, Auburn, KY 42206  
[gm@cup.org](mailto:gm@cup.org) ■ (270) 555-4535

**Education:**  
Associate's degree in English, Stone Valley Community College,  
May 2017

**Work experience:**  
2016–present: Teacher's assistant, 4th grade, Stone Valley Elementary School  
2015–2016: After-school math and English tutor, Stone Valley Elementary School

**Volunteer experience:**  
2015–present: "Story Hour" volunteer, Children's Hospital

**Skills:**  
Speak and write English and Spanish fluently

**3 Plan an email cover letter for Gina. She wants to work at the Public Library. Use the information in Exercises 1 and 2.**

1. Today's date: \_\_\_\_\_
2. Inside address
  - a. Name and title of addressee: Eric Russell, Head Librarian
  - b. Address: \_\_\_\_\_
3. Position Gina is applying for:
  - a. Job title: \_\_\_\_\_
  - b. How Gina found out about the job: \_\_\_\_\_
4. Gina's experience and skills: \_\_\_\_\_  
\_\_\_\_\_

**4 Write Gina's email cover letter. Use your outline in Exercise 3.**

New Message

From: \_\_\_\_\_

To: \_\_\_\_\_

Subject: Public Library Position

\_\_\_\_\_ :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

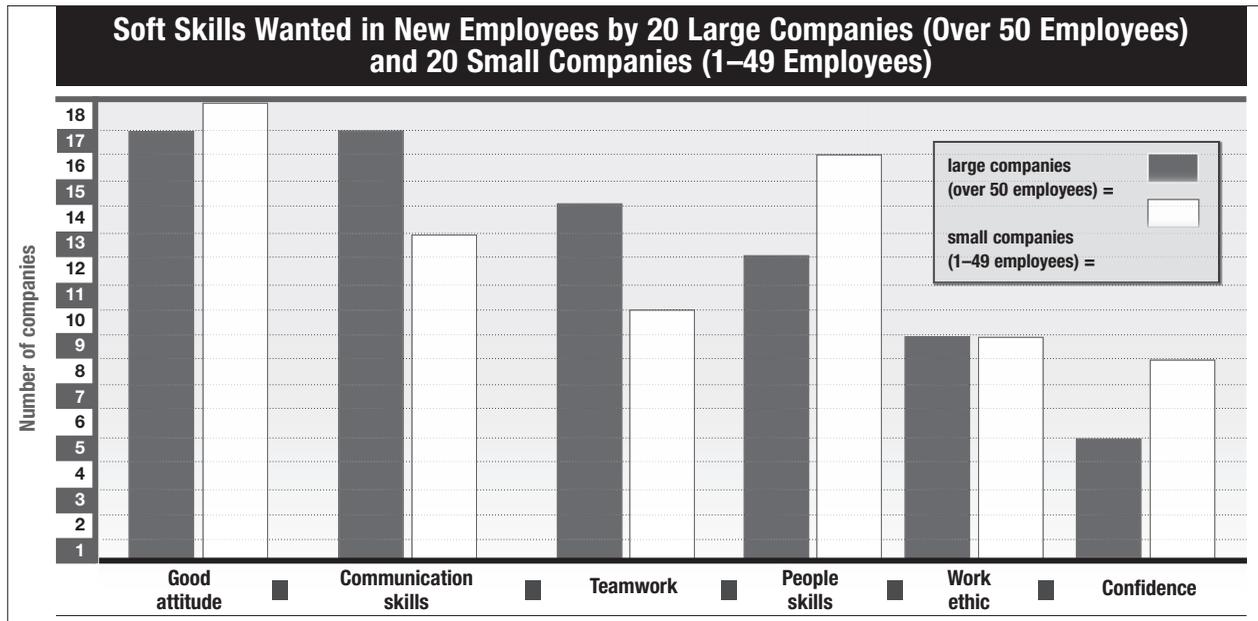
\_\_\_\_\_

\_\_\_\_\_ ,

\_\_\_\_\_

# Lesson F Another view

- 1** Read the questions. Look at the graph. Then fill in the answers.



- This graph identifies \_\_\_\_\_.
  - A what soft skills workers have
  - B how many workers are in each company
  - C what soft skills companies want
  - D what jobs workers want
- The information comes from \_\_\_\_\_.
  - A 20 companies
  - B 40 companies
  - C 49 companies
  - D over 50 companies
- What is the most important soft skill for both large and small companies?
  - A work ethic
  - B people skills
  - C good attitude
  - D teamwork
- Which soft skill is equally important for both kinds of companies?
  - A work ethic
  - B people skills
  - C teamwork
  - D confidence
- Which soft skill is more important at large companies than at small companies?
  - A confidence
  - B teamwork
  - C good attitude
  - D people skills
- Which soft skill is more important at small companies than at large companies?
  - A work ethic
  - B communication skills
  - C both A and B
  - D neither A nor B

## 2 Choose the best line to complete each conversation.

1. (At the checkout counter in the grocery store)

**A** \_\_\_\_? I only have a loaf of bread.

**B** No problem. Go ahead.

**A** Thanks. I appreciate it.

**a.** Would you mind letting me go first

**b.** May I help you with that

2. (On an airplane)

**A** Here, let me help you with that suitcase.  
It looks pretty heavy.

**B** \_\_\_\_.

**A** No problem.

**a.** Thanks. I appreciate it

**b.** I'd be glad to

3. (At the reception desk in an office)

**A** Would you let Ms. Caruthers know that I'm here, please?

**B** \_\_\_\_\_. Just one moment.

**A** OK. Thanks.

**a.** I'd appreciate it

**b.** I'd be glad to

4. (At the movie theater)

**A** \_\_\_\_?

**B** Oh, sorry. I forgot I had it on.

**A** Thanks.

**a.** Could I please turn off your cell phone

**b.** Would you please turn off your cell phone

5. (On the bus)

**A** Excuse me, ma'am. \_\_\_\_? I'm getting off at the next stop.

**B** Oh, thanks very much. I *am* a little tired.

**A** No problem.

**a.** Could I take your seat

**b.** Why don't you take my seat

