

# PUTTING ENGLISH TO WORK 1: UNIT 16



## *ASKING FOR HELP AT WORK*

In this unit you will learn:

### THESE LIFE SKILLS:

- Asking for help at work      *Can you help me with the copier?*
- Giving and following instructions      *Plug it in.*







### THIS VOCABULARY:

- Office equipment      *Shredder, fax machine*





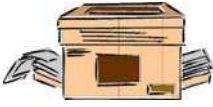

### THIS GRAMMAR:

- Adverbs of sequence      *First, turn on the machine.*
- Verb: HAVE TO (Review)      *You have to turn it on.*

## Vocabulary

<u>Office Equipment</u>			
			
computer	copier	fax machine	pencil sharpener
			
phone	printer	shredder	





**Exercise 1:** Write the name of the equipment under the picture.

1.  _____	2.  _____	3.  _____
4.  _____	5.  _____	6.  _____

<u>Office Actions</u>					
					
copy	fax	open	print	ring	shred

**Exercise 2:** Answer the questions. Use the words in the box.

copying	faxing	printing	ringing
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1.  What is she doing? _____	2.  What is he doing? _____
3.  What is it doing? _____	4.  What is it doing? _____



**Exercise 6:** Fix the problems with these solutions.

Dial the number.	Plug it in.	Pull here.
<del>Push this button.</del>	Put in the paper.	

1. The shredder doesn't work. What do you have to do?

Push this button.

2. The file cabinet doesn't open. What do you have to do?

\_\_\_\_\_

3. The pencil sharpener doesn't work. What do you have to do?

\_\_\_\_\_

4. The printer doesn't print. What do you have to do?

\_\_\_\_\_

5. The fax machine doesn't fax. What do you have to do?

\_\_\_\_\_

**Exercise 7:** Write the conversation in the correct order.

Great! I can do that!	Next, dial the number.
After that, press <i>SEND</i> .	Sure. First you have to put in the paper.
Okay.	<del>Can you help me with this fax machine?</del>
Okay.	

1. Can you help me with this fax machine?

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

**Exercise 8:** Unscramble these words.

1. p c e m o t r u    computer
2. n p t i r    \_\_\_\_\_
3. l a d i    \_\_\_\_\_
4. p e c o r i    \_\_\_\_\_
5. u p g l    \_\_\_\_\_
6. n h o p e    \_\_\_\_\_
7. n r g i    \_\_\_\_\_
8. n e l p i c h p n a e r e s r    \_\_\_\_\_

**Grammar Review: HAVE TO**

AFFIRMATIVE			NEGATIVE			
I			I			
We	have to	work.	We	<i>don't</i>	have to	study.
You			You			
They			They			
He	has to	eat.	He	<i>doesn't</i>	have to	clean.
She			She			
It			It			

**Exercise 9:** Tell what each person has to do.

1. The coffee machine doesn't work. What does John have to do?

*He has to turn it on.* \_\_\_\_\_

2. The fax machine doesn't fax. What does Silvia have to do?

She \_\_\_\_\_

3. The printer doesn't print. What do you have to do?

I \_\_\_\_\_

4. Denise is a housekeeper. What does she have to do?

She \_\_\_\_\_

5. You are in school. What do you have to do?

I \_\_\_\_\_

6. Jake is a server. What \_\_\_\_\_ he \_\_\_\_\_ to \_\_\_\_\_ ?

He \_\_\_\_\_

7. You have a headache. What \_\_\_\_\_ you \_\_\_\_\_ \_\_\_\_\_ ?

I \_\_\_\_\_

**Exercise 10:** Complete the conversations to fix the problems.



1.

What is the problem? It doesn't ring.

What do you have to do?

I have to push this button.



2.

What is the \_\_\_\_\_ ? It \_\_\_\_\_ shred.

\_\_\_\_\_ does Mark \_\_\_\_\_ to do?

He \_\_\_\_\_ plug it in.



3.

What \_\_\_\_\_ the \_\_\_\_\_ ? It \_\_\_\_\_ open.

What \_\_\_\_\_ Ellen \_\_\_\_\_ \_\_\_\_\_ ?

She \_\_\_\_\_ pull right here.



4.

What \_\_\_ the \_\_\_\_\_ ? It \_\_\_\_\_ copy.

What \_\_\_\_\_ you \_\_\_\_\_ to \_\_\_\_\_ ?

I \_\_\_\_\_ put in the paper.

What \_\_\_ the \_\_\_\_\_ ? It \_\_\_\_\_ work.



5.

What \_\_\_\_\_ Teresa \_\_\_\_\_ ?

She \_\_\_\_\_ plug it in.

### Life Skill: Telling Steps in Order

**Exercise 11:** Put the steps in the right order:

1 = First	2 = Next	3 = After that
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1. You want to make a copy.

put the original here	press <i>COPY</i>	turn on the copier
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  1   *First, turn on the copier.*

  2   *Next, put the original here.*

  3   *After that, press COPY.*

2. You want to answer the phone.

pick up the receiver	speak into the receiver	press the button
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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. You want to send a fax.

press <i>SEND</i>	dial the number	put the paper in the fax machine
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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Writing

**Exercise 12:** Look at the picture. Fill in the blanks to complete the conversations below.



shred	Push this button.	shredder
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Billy: Can you help me with this shredder?

Joe: What is the problem?

Billy: It doesn't shred.

Joe: Push this button.

Billy: Ah! Thank you.



help	copier	problem	copy	Plug it in.
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Janine: Can you \_\_\_\_\_ me with this \_\_\_\_\_ ?

Ned: What is the \_\_\_\_\_ ?

Janine: It doesn't \_\_\_\_\_.

Ned: \_\_\_\_\_.

Janine: Ah! Thank you.

**Complete this next conversation. Some words are not in the box.**



file cabinet	Pull right here.	open
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Mario: \_\_\_\_\_ you \_\_\_\_\_ me with this \_\_\_\_\_ ?

Jamie: \_\_\_\_\_ is the \_\_\_\_\_ ?

Mario: It \_\_\_\_\_.


Jamie: \_\_\_\_\_.

Mario: Ah! Thank you.



## Narrative Reading

### “Celina Has Some Problems”

Celina  is the new receptionist at the Downtown Cafe. She likes her new job, but she has some problems with the telephone. She doesn't know how to use the telephone very well.

She needs to ask her boss, Mark, for help. She needs to know what she has to do to transfer a call to  the kitchen.

Mark is nice and he is showing her what to do. To transfer a call, first Celina has to press the *HOLD* button. Then, she has to push the *TRANSFER* button. After that, she has to hang up the phone.

**Exercise 13:** Answer the following questions about the story.


1. Where does Celina work? \_\_\_\_\_
2. Does she like her job? \_\_\_\_\_
3. What machine gives her some problems? \_\_\_\_\_
4. What is the name of Celina's boss? \_\_\_\_\_
5. What does she need to know? \_\_\_\_\_  
\_\_\_\_\_
6. Is Mark nice? \_\_\_\_\_
7. What is he doing right now? \_\_\_\_\_
8. What does Celina have to do first? \_\_\_\_\_  
\_\_\_\_\_
9. What does she have to do next? \_\_\_\_\_  
\_\_\_\_\_
10. What does she have to do after that?  
\_\_\_\_\_


## UNIT REVIEW


(Each item=1 point)


Fill in the blank. Use the items in the text box.


plug it in    shredding    doesn't copy    pencil sharpener  
 push the button    fax machine    ringing    shredder


1.  What is it? It's a \_\_\_\_\_.

2.  What is it? It's a \_\_\_\_\_.

3.  What is it? It's a \_\_\_\_\_.

4.  What is it doing? It's \_\_\_\_\_.

5.  What is he doing? He's \_\_\_\_\_.

6.  What is the problem? It \_\_\_\_\_.

Turn page over 

Number correct and percentage score (circle one)


Student name \_\_\_\_\_

Date \_\_\_\_\_

10=100% 9=90% 8=80% 7 or fewer: no credit

Initials \_\_\_\_\_


*Circle the correct answer.*

7.  The fax machine doesn't work. What do you have to do?



You have to \_\_\_\_\_.

- a. turn on the copier   b. dial the number   c. push the button

8.  The coffee machine doesn't work. What does John have to do?



He has to \_\_\_\_\_.

- a. plug it in   b. put in the paper   c. press SEND

*Follow the directions.*

9. You want to make a copy. Put the steps in order.

Use **first**, **next**, and **after that**.

Put the original on the copier.   Press COPY.   Turn on the copier.

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10. Put the conversation in order.

- \_\_\_\_\_ Okay.  
 \_\_\_\_\_ Sure. First, you have to put the original here.  
 \_\_\_\_\_ After that, press this button.  
 \_\_\_\_\_ Can you help me with this copier?  
 \_\_\_\_\_ Thank you. I can do that!