Unit 16

♦ Asking for Help on the Job
♦ Reporting Problems at Work
♦ Tag Questions
ASKING FOR HELP ON THE JOB — Part 1

Read the story and answer the questions with complete sentences.

When Sonia was taking a break, she talked to Anh on the phone. Then, Mr. Ito gave her a box of pencils to sharpen. She tried the electric sharpener, but it was broken. She tried to fix it, but she wasn’t able to. She decided to sharpen them by hand, so she used a knife. She spent all afternoon on the pencils.

When Mr. Ito returned, he asked Sonia why she wasn’t at the studio. He needed her there. Sonia explained that she sharpened the pencils by hand because of the problem with the pencil sharpener. Mr. Ito was angry that she took a lot of time when he had another machine that worked. Sonia needed to tell Mr. Ito about the problem and ask him for another machine.

1. Did the electric pencil sharpener work?

2. Did Sonia tell Mr. Ito about the problem right away?

3. How long did it take Sonia to sharpen the pencils?

4. Why didn’t Sonia know about the other machine?

5. Should Sonia tell her boss about broken machines right away?
VOCABULARY

Study these definitions.

- attitude a person’s behavior
- clogged up stopped and nothing can pass through
- common usual, ordinary
- device a tool, a piece of machinery
- initiative the ability to make a decision and take action by yourself

Complete the sentences below with the new vocabulary.

1. My best employee is Ricky Thomas. He always works hard and never gets nervous under stress. He has a good ________________________.

2. I can’t flush the toilet because it’s all ________________________. Let’s call the plumber right away!

3. When Frank sees a problem, he always takes care of it immediately. He’s someone with a lot of ________________________.

4. It’s ________________________ to have broken equipment in our shop. We are so busy that anything can go wrong at any time.

5. This is a very important ________________________ and it’s broken. The copy machine won’t work without it.
REPORTING PROBLEMS AT WORK

Study the following dialogues.

Dialogue 1

Employee: Excuse me, boss. The copy machine isn’t working. What should I do?
Boss: Use the other one downstairs. I’ll call the repairman immediately. Thanks for letting me know.

Dialogue 2

Employee: I want to report a problem with the bathroom sink. It’s all clogged up.
Boss: Thanks for telling me. I’ll call the plumber right away.
Choose the correct words from the box to complete the dialogues.

immediately  plumber  clogged  telling
know  working  report  downstairs

Dialogue 1
Employee: I’d like to ___________________________ a problem with the phones.
1.
They’re not ________________________ right. We can’t receive calls.
2.
Boss: Thanks for letting me _______________________. I’ll call the phone
3. company ___________________________
4.

Dialogue 2
Employee: Excuse me, boss. The toilet is ___________________________ up.
5. What should we do?

Boss: Thanks for ________________________ me. Use the other bathroom _________________.
6. 7.
I’ll call the ________________________ right away.
8.
ASKING FOR HELP ON THE JOB — Part 2

Sonia was trying to use the television set, but it didn’t work. Sonia called Mr. Ito right away to tell him about the problem. She thought that the problem might be with the extension cord. Mr. Ito told her to try a different cord. There was one inside the cabinet.

Sonia hung up the phone and got the other cord, but it didn’t work either. Finally, Mr. Ito showed up with another cord. He plugged it in and it worked. Mr. Ito was glad that Sonia asked him about the problem.

1. What piece of equipment was Sonia trying to use?
________________________________________________________________________

2. Did it work?
________________________________________________________________________

3. Did Sonia tell Mr. Ito about the problem right away?
________________________________________________________________________

4. What was the problem?
________________________________________________________________________

5. Were Sonia and Mr. Ito able to solve the problem?
________________________________________________________________________
ASKING FOR HELP ON THE JOB — Part 3

Mrs. Lopez had to take a patient’s temperature. The electronic thermometer didn’t work, so she used a regular one. Mrs. Lopez’s supervisor came in and asked why she wasn’t using the electronic thermometer when they were so busy. Mrs. Lopez told her that it was broken.

The supervisor was upset. When there was broken equipment, Mrs. Lopez should tell her as soon as possible in order to get it fixed. Mrs. Lopez was afraid to tell her supervisor because she didn’t want to make her angry. Her supervisor said that broken equipment was common. It was no reason to get angry.

1. What did Mrs. Lopez have to do?

2. Did the electronic thermometer work?

3. What kind of thermometer was Mrs. Lopez using?

4. Was the supervisor upset with Mrs. Lopez?

5. Why didn’t Mrs. Lopez tell her supervisor about the thermometer?
TAG QUESTIONS — Part 1

- We use **tag questions** to see if what we said is true or not.

Ara loves Maria, *doesn’t he?* (tag)

- **Affirmative** sentences have **negative** tags:

  **Simple Present Tense**

  Mrs. Lopez is from Mexico, *isn’t she?*  Sonia works for Mr. Ito, *doesn’t she?*

  **Simple Past Tense**

  Mr. Reynolds was unhappy, *wasn’t he?*  You sent me a fax, *didn’t you?*

- **Negative** sentences have **affirmative** tags.

  **Simple Present Tense**

  The phones aren’t working, *are they?*  Joaquin doesn’t type fast, *does he?*

  **Simple Past Tense**

  The men weren’t angry, *were they?*  We didn’t play well, *did we?*
Write the correct tag question for each sentence.

1. Maria isn’t well, ___________ is she?  
2. Joaquin works quickly, ____________________?  
3. Ara doesn’t know how to fix that car, _______________________?  
4. The children didn’t clean up, _______________________?  
5. Mr. Ito and Sonia work late hours, _______________________?  
6. Miguel and Carlos don’t play soccer every day, _______________________?  
7. You studied for the test, _______________________?  
8. Mrs. Lopez cooks wonderful meals, _______________________?  
9. English is easy, _______________________?  
10. Anh’s baby, Eddie, didn’t sleep well, _______________________?
TAG QUESTIONS — Part 2

If a sentence has can, should, would or could, use it in the tag question.

Examples:
   Maria can answer the phones, can’t she?
   You shouldn’t run in the middle of the street, should you?

Write the correct tag question for each sentence.

1. Ara can’t talk right now, ____________?
2. Sergio should wait a little longer, ________________?
3. Maria and Ara can’t go out tonight, ________________?
4. Oscar would like to travel more, ________________?
5. You couldn’t hear me, ________________?
6. We can’t talk in here, ________________?
7. Children shouldn’t watch this film, ________________?
8. Mrs. Lopez can babysit tomorrow, ________________?
ASKING FOR HELP ON THE JOB — Part 4

Teshome was mopping the floor at the restaurant and he had a problem with the bucket. It was broken. When he used it, a wheel left marks on the floor. Teshome already tried to fix it a few times, but it was still broken.

Mr. Reynolds saw the broken bucket. He was upset because Teshome never told him about the problem. Mr. Reynolds told Teshome that when there was a problem with something, he needed to report it to his boss right away. Mr. Reynolds promised to buy a new wheel for the bucket. Teshome offered to go and get it himself. Mr. Reynolds liked Teshome’s initiative and began to think that Teshome was a good worker with a good attitude.

1. What piece of equipment was broken?

2. Did Teshome tell his boss about it when he first saw it?

3. What did Teshome try to do first?

4. Who decided to get the new wheel?

5. Did Mr. Reynolds like Teshome’s attitude?
THINK ABOUT IT

Choose one question. *Think about it and then write your ideas.*

1. Why didn’t Sonia tell Mr. Ito that the pencil sharpener was broken?
2. Has a machine or a tool broken while you were using it at work? What did you do?
3. You are the boss. List five (5) things you could say to a worker who told you a machine was not working.

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
Watch the video section called “Problem Solving.” Listen to the conversation and identify the problem. What could Sonia do differently? What would you do if you had Sonia’s problem?

The problem is: ______________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
Sonia should have: ____________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
If I had Sonia’s problem, I would _________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
UNIT 16 TEST

Circle the correct answers.

1. Mr. Swenson, I have a problem to __________________________.
   a. report
   b. tell
   c. speak

2. Good job, Michael! Whenever there’s a problem, always report it. Thanks for
   letting me ________________.
   a. see
   b. solve
   c. know

3. This problem is very serious. It needs to be taken care of ________________.
   a. tomorrow
   b. immediately
   c. anytime

4. You love me, ________________?
   a. don’t you
   b. aren’t you
   c. do you

5. Silvia is very beautiful, ________________?
   a. does she
   b. doesn’t she
   c. isn’t she

6. Misha dances beautifully, ________________?
   a. isn’t he
   b. doesn’t he
   c. does he

7. Fred and Marie were very sad yesterday, ________________?
   a. weren’t they
   b. were they
   c. didn’t they

8. They had a big argument, ________________?
   a. weren’t they
   b. were they
   c. didn’t they
UNIT 16 TEST

9. Jose didn’t work last week, ______________?
   a. don’t he
   b. didn’t he
   c. did he

10. You weren’t at the party last night, ______________?
    a. were you
    b. weren’t you
    c. aren’t you

11. Mrs. Lopez doesn’t like classical music, ______________?
    a. did she
    b. does she
    c. is she

12. Tom and Jerry aren’t working for Mr. Ricardo, ______________?
    a. are they
    b. do they
    c. aren’t they

13. Mr. Novella can speak Spanish, ______________?
    a. is he
    b. can’t he
    c. doesn’t he

14. You can’t understand my problem, ______________?
    a. can you
    b. can’t you
    c. could you

15. We should listen to our boss for instructions, ______________?
    a. should we
    b. shouldn’t we
    c. could we

16. Sherry would like to go to the concert, ______________?
    a. wouldn’t she
    b. would she
    c. should be
UNIT 16 TEST

17. Mary shouldn’t worry so much, ________________?
   a. shouldn’t she
   b. could she
   c. should she

18. Your parents wouldn’t like this movie, ________________?
   a. wouldn’t they
   b. would they
   c. would you

19. Ronald has _________________. He doesn’t wait for people to tell him what to do.
    He makes decisions and takes action.
   a. attitude
   b. initiative
   c. intelligence

20. Don’t worry. It’s okay. That’s a very ________________ mistake. People often think I’m Roger McMillen, the movie star, because we look so much alike.
   a. bad
   b. interesting
   c. common
UNIT 16
STUDENT ANSWER KEY

VOCABULARY
(page 69)
1. attitude
2. clogged up
3. initiative
4. common
5. device

REPORTING PROBLEMS AT WORK
(page 71)
1. report
2. working
3. know
4. immediately
5. clogged
6. telling
7. downstairs
8. plumber

TAG QUESTIONS — Part 1
(page 75)
2. doesn’t he
3. does he
4. did they
5. don’t they
6. do they
7. didn’t you
8. doesn’t she
9. isn’t it
10. did he

TAG QUESTIONS — Part 2
(page 76)
2. shouldn’t he
3. can they
4. wouldn’t he
5. could you
6. can we
7. should they
8. can’t she