Unit 17

♦ Asking for Help at Work

♦ Question Words
GUSTAVO GETS A NEW JOB — PART 1

Gustavo got a new job. He will work with Jose. Their boss’s name is Mr. Rigo. Mr. Rigo wants all his employees to be on time. Mr. Rigo will pick up Gustavo at 6:30 every morning. Gustavo will need to wait in front of his house for Mr. Rigo.

Jose asks Gustavo to guess what is the most important tool in the truck. Which tool must they never forget? Gustavo thinks maybe it’s the leaf blower. Maybe the clippers? The lawn mower? Jose shakes his head because Gustavo is wrong. It’s the radio. That’s the most important thing. The days are long and the work is hard. The radio helps the day pass more quickly.

Mr. Rigo is from San Antonio. He loves tejano music. Jose is more romantic. He likes Javier Solis’ old romantic songs. Jose asks Gustavo about his back. Is it OK? Gustavo explains that it is better. They load the lawn mower onto the truck and get ready for the job.

1. What time will Mr. Rigo pick up Gustavo?

2. What’s the most important thing in the truck?

3. Does Jose like old romantic songs?

4. What do Jose and Gustavo load onto the truck?
Before Gustavo and Jose can start their first job, Jose has to fix the leaf blower, which is broken. Ivan, the manager, sees them and comes over to talk to them. He is happy to see Gustavo and Jose. He thinks they’re here to help him with the gardening, but they’re not. Ivan has to do his work alone.

Ivan is upset because his boss Stefan won’t let him take another job. He has to stay and work around the building. Jose and Gustavo don’t agree with that. Ivan decides to talk to Stefan one more time. Then he goes back to work.

Jose can’t fix the leaf blower. He can try to fix it all day, or he can ask Marta for help. Marta can fix it in five minutes. Jose decides to go find Marta. Gustavo waits for him.

1. Who speaks to Jose and Gustavo?

_____________________________________________________________________

2. What is Jose trying to fix?

_____________________________________________________________________

3. Does Stefan want to take a new job?

_____________________________________________________________________

4. How does Ivan feel about his situation with Stefan?

_____________________________________________________________________

5. Who will fix the leaf blower?

_____________________________________________________________________
VOCABULARY

Study these definitions.

- appropriate: correct, proper
- collate: to put papers in order and staple them
- copy: a duplicate
- customary: usual, normal, traditional
- guess: to suppose, think, believe
- impress: to make someone think well of you
- operate: to use
- request: something you ask for
- stack: to put something on top of another
- staff: workers
Fill in the blanks in the sentences below with the new vocabulary.

1. Jose is wearing his new suit for this job interview. He wants to _________________ the manager.

2. It is _________________ to say “hello” when you see someone.

3. The manager of this department, Mr. Kin, has a very good _________________.
   Everybody comes to work on time and works very hard.

4. You must make two ________________ of this report. Give one to me, and give the other to Mrs. Rojas.

5. After you finish making all the copies, you must ________________ them.
   Start with page 1, page 2, page 3, etc. Make sure all pages are in order.

6. That’s true. I ________________ you’re right.

7. Please ________________ all the dishes on this table.

8. Read the instructions carefully before you ________________ this machine.

9. Mr. Trilling is always asking Tanya to do something. He has too many ________________.

10. It is not ________________ to wear shorts to a job interview.
TANYA NEEDS SOME HELP

It was 12:30 in the afternoon when Amir returned to his office after his break. He found Tanya on the floor with papers everywhere. He was surprised that she was so busy. Mr. Trilling, her boss, wanted twenty copies of a report by 1:00 pm. She only had thirty minutes and she didn’t have enough time to finish.

Amir helped her. They began to put the papers in order to collate them. With Amir’s help, it was possible to finish on time if they worked quickly. Tanya felt better because Amir was helping her.

1. Was Amir surprised that Tanya was so busy?

2. Did Mr. Trilling need the report right away?

3. How many copies did he need?

4. Did Amir help Tanya?

5. Was it possible for Tanya and Amir to finish the job on time?
TANYA AND AMIR MAKE A DATE

By 1:00 pm, Amir and Tanya finished Mr. Trilling’s reports. Amir called Mr. Trilling’s office to tell him that the reports were ready. Also, Amir wanted to talk to him about the amount of work Mr. Trilling usually sends to their office. Mr. Trilling should have his own staff prepare his work, not Amir and Tanya.

Tanya was grateful for Amir’s help. She has too much work to do. She likes to work with Amir, and she’s glad that her aunt got her this job. Amir likes to work with her, too. Tanya invited Amir to lunch. He accepted, but it was strange. In this country, the men always pay. Tanya promised that he can pay when they go out to dinner.

1. Did Amir and Tanya finish the reports on time?

________________________________________________________________

2. Did Amir want to talk to Mr. Trilling?

________________________________________________________________

3. What was Tanya grateful for?

________________________________________________________________

4. Did Amir invite Tanya to lunch?

________________________________________________________________

5. Do Tanya and Amir like each other?

________________________________________________________________
ASKING FOR HELP — PART 1

There are two phrases you can use when you want to ask for help at work. They are: Could you show me…? and Could you tell me…? After these phrases, you can put the appropriate question word.

Examples:

Could you show me how to start this machine?

Could you tell me where to put these papers?

Practice using the phrase Could you show me how to …? Write a complete question for each of the following requests.

Examples:

...operate this elevator: Could you show me how to operate this elevator?
Use the phrase *Could you show me how to…?* to write questions asking for help.

1. ...start this dishwasher: _________________________________________________

2. ...open this window: ___________________________________________________

3. ...turn off this light: __________________________________________________

4. ...use this cart: ______________________________________________________

5. ...operate this pulley: _________________________________________________
ASKING FOR HELP — PART 2

Use the phrase, Could you tell me…? to write questions asking for help.

Example:

...where to deliver these pizzas: Could you tell me where to deliver these pizzas?

1. …where the mail room is: _________________________________________________

2. …when to light the oven: ________________________________________________

3. …how to fill out these forms: ____________________________________________

4. …who the manager is: _________________________________________________
SOO VISITS ROSALBA

Soo went to Rosalba’s apartment for coffee. They were very happy to see each other. Rosalba told Soo that business at the beauty salon was better. Marvin, the boss, wanted Soo to come back to work part-time. Soo was glad to hear the news, but she was very busy with her own jewelry business.

Soo was getting a lot of orders. Last week, she got one from New York. She was happy to be busy, but she needed help. She asked Rosalba to come work for her for ten hours a week. Rosalba thought about it and agreed. She wanted to work with her friend Soo again.

Suddenly, Rosalba started to get a headache. She didn’t understand it. She didn’t have to worry about a job anymore. She had two. Why was she still getting headaches?

1. Who visited Rosalba at her apartment?

___________________________________________________________________

2. Was Soo busy with her jewelry business?

___________________________________________________________________

3. Where did Soo receive an order from last week?

___________________________________________________________________

4. What did Soo ask Rosalba to do?

___________________________________________________________________

5. Did Rosalba agree to work for her?

___________________________________________________________________
In English, we use certain words to ask for information. These are question words: who, what, where, when, why, and how.

**Who?** means which person  
**What?** means which thing  
**Where?** means in which place  
**When?** means at what time  
**Why?** means for what reason  
**How?** means in which way

We can put one of these question words in front of a yes/no question to ask for information.

**Examples:**

Did you see Marta?  Yes, I did.

**When** did your see Marta?  I saw her yesterday.

**Where** did you see Marta?  I saw her at work.

**Who** did you see?  I saw Marta.
QUESTION WORDS (Cont’d)

Read the following answers. Choose the correct question word to fill in the blanks.

<table>
<thead>
<tr>
<th>Who</th>
<th>What</th>
<th>Where</th>
<th>When</th>
<th>Why</th>
<th>How</th>
</tr>
</thead>
</table>

Example:

**Where** did you see him? I saw him at the library.

1. ____________ did Rosalba go?    She went to the market.
2. ____________ did she go to the market? Because she needed to buy bread.
3. ____________ did she go with?  She went with Roberto.
4. ____________ did she buy? She bought eggs, bread, and aspirin.
5. ____________ did they go? They went yesterday afternoon.
6. ____________ did they go? They went by car.

7. ____________ is Jose? He’s at the post office.
8. ____________ did he go to the post office? Because he wanted to mail a package.
9. ____________ is he sending the package to? He’s sending it to a friend.
10. ____________ is he sending? He’s sending a beautiful jacket.
11. ____________ is he sending the jacket? He’s sending it airmail.
12. ____________ will the package arrive? It will arrive next week.
FOCUSED LISTENING WORKSHEET

Watch the video section called “Focused Listening.”
Then circle the correct answer in each group.

SCENE 1
Why did Tanya agree to do all the work for Mr. Trilling?
1. She didn’t know that Amir already had work that needed to be done.
2. She was trying to impress Mr. Trilling.
3. She thought that Mr. Trilling’s work was more important.

SCENE 2
Why does Soo visit Rosalba?
1. Soo wants to get her job back at the salon.
2. Soo wants Rosalba to model some new jewelry.
3. Soo wants to hire Rosalba.
UNIT 17 TEST

Choose the correct answers.

1. I’m new here. _______________________________ use this washing machine?
   a. Could you show me how to
   b. Could you tell me where to

2. Excuse me. _________________________________ the nearest post office is?
   a. Could you show me how
   b. Could you tell me where

3. Pardon me. _________________________________ do this exercise?
   a. Could you show me how to
   b. Could you tell me what to

4. Excuse me. _________________________________ time the movie will begin?
   a. Could you show me what
   b. Could you tell me what

5. _____________________________ are Tim and Jerry? They’re at the park.
   a. Why
   b. When
   c. Where

6. __________________ did you go to the market? I went because I needed to buy milk.
   a. Why
   b. Who
   c. What

7. __________________ did the police come? They came after the thief got away.
   a. What
   b. When
   c. Why

8. __________________ did you buy? We bought a jacket, two shirts and a pair of shoes.
   a. What
   b. When
   c. Why

9. _____________________________ did John take to the party? He took his new girlfriend.
   a. What
   b. Who
   c. Where
UNIT 17 TEST

10. ________________________ did you get to work today? I walked.
   a. What
   b. When
   c. How

11. ________________________ do your parents live? They live in Culver City.
   a. Where
   b. What
   c. When

12. ________________________ do you want for your birthday?
   a. Why
   b. What
   c. Where

13. ________________________ are you going for your vacation?
   a. What
   b. Why
   c. Where

14. ________________________ will you finish this exercise? I’ll finish it before ten o’clock.
   a. When
   b. Why
   c. How

15. ________________________ are you late for work? I’m late because my car broke down.
   a. When
   b. Why
   c. Where

16. ________________________ did you pay for this new dress? I paid with my credit card.
   a. What
   b. Why
   c. How

17. This restaurant has fifty employees. It’s a very big ____________________.
   a. workers
   b. staff
   c. office
UNIT 17 TEST

18. Could you show me how to ___________________________ this photocopy machine?
   a. operate
   b. play
   c. take

19. It is ___________________________ to say “Good bye” when you leave someone.
   a. strange
   b. customary
   c. often

20. If you want this job, you have to ___________________________ the manger during the interview.
   a. thank
   b. impress
   c. visit
**UNIT 17**

**STUDENT ANSWER KEY**

**VOCABULARY** (page 5)

1. impress
2. customary
3. staff
4. copies
5. collate
6. guess
7. stack
8. operate
9. requests
10. appropriate

**ASKING FOR HELP—PART 1** (page 9)

1. Could you show me how to start this dishwasher?
2. Could you show me how to open this window?
3. Could you show me how to turn off this light?
4. Could you show me how to use this cart?
5. Could you show me how to operate this pulley?

**ASKING FOR HELP—PART 2** (page 10)

1. Could you tell me where the mail room is?
2. Could you tell me when to light the oven?
3. Could you tell me how to fill out these forms?
4. Could you tell me who the manager is?

**QUESTION WORDS** (page 13)

1. Where
2. Why
3. Who
4. What
5. When
6. How
7. Where
8. Why
9. Who
10. What
11. How
12. When

**FOCUSED LISTENING** (page 14)

1. 1
2. 3