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

Office Equipment

- 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. __________________________

Office Actions

- copy
- fax
- open
- print
- ring
- shred

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

<table>
<thead>
<tr>
<th>copying</th>
<th>faxing</th>
<th>printing</th>
<th>ringing</th>
</tr>
</thead>
</table>

1. What is she doing? ________________
2. What is he doing? ________________
3. What is it doing? ________________
4. What is it doing? ________________
Listening from the Video

Exercise 3: Watch “It’s Your Turn” in the video. Point to the answer. Circle the answer.
1. a. It’s a shredder.  
   b. It’s a computer.
2. a. It’s a pencil sharpener.  
   b. It’s a copier.
3. a. It’s a copier.  
   b. It’s a shredder.

Exercise 4: Watch “In the Classroom” from the video. Point to the answer. Next, fill in the correct word(s).

<table>
<thead>
<tr>
<th>First</th>
<th>Next</th>
<th>After that</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>, turn on the copier.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>, put the original here.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>, press COPY.</td>
</tr>
</tbody>
</table>

Exercise 5: Practice the conversation.

Billy: Can you show me how to use this fax machine?
Lacy: Sure. First, you have to put in the paper.
Billy: Okay.
Lacy: Next, dial the number.
Billy: Okay.
Lacy: After that, press SEND.
Billy: Great! I can do that!

Solutions for Problems

Problem: It doesn’t fax.  
Solution: Dial the number.

Problem: It doesn’t work.  
Solution: Plug it in.

Problem: It doesn’t open.  
Solution: Pull here.
Exercise 6: Fix the problems with these solutions.

<table>
<thead>
<tr>
<th>Dial the number.</th>
<th>Plug it in.</th>
<th>Pull here.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Push this button.</td>
<td>Put in the paper.</td>
<td></td>
</tr>
</tbody>
</table>

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.

1. *Can you help me with this fax machine?*
2. ______________________________________
3. ______________________________________
4. ______________________________________
5. ______________________________________
6. ______________________________________
7. ______________________________________

Great! I can do that!  Next, dial the number.
After that, press *SEND.*  Sure. First you have to put in the paper.
Okay.  Can you help me with this fax machine?
Okay.
Exercise 8: Unscramble these words.

1. p c e m o t r u  \textit{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

<table>
<thead>
<tr>
<th>AFFIRMATIVE</th>
<th>NEGATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>I</td>
</tr>
<tr>
<td>We</td>
<td>We</td>
</tr>
<tr>
<td>You</td>
<td>You</td>
</tr>
<tr>
<td>They</td>
<td>They</td>
</tr>
<tr>
<td>have to</td>
<td>don’t</td>
</tr>
<tr>
<td>work.</td>
<td>have to</td>
</tr>
<tr>
<td></td>
<td>study.</td>
</tr>
<tr>
<td>He</td>
<td>He</td>
</tr>
<tr>
<td>She</td>
<td>She</td>
</tr>
<tr>
<td>It</td>
<td>It</td>
</tr>
<tr>
<td>has to</td>
<td>doesn’t</td>
</tr>
<tr>
<td>eat.</td>
<td>have to</td>
</tr>
<tr>
<td></td>
<td>clean.</td>
</tr>
</tbody>
</table>
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.
What ______ Teresa ________ ___ ____?
She ______ ___ plug it in.

5. Life Skill: Telling Steps in Order

Exercise 11: Put the steps in the right order:

1 = First 2 = Next 3 = After that

1. You want to make a copy.

put the original here press COPY turn on the copier

____ First, turn on the copier.
____ Next, put the original here.
____ After that, press COPY.

2. You want to answer the phone.

pick up the receiver speak into the receiver press the button

___ ______________________________
___ ______________________________
___ ______________________________

3. You want to send a fax.

press SEND dial the number put the paper in the fax machine

___ ______________________________
___ ______________________________
___ ______________________________
Writing

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

1. shred Push this button. shredder

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.

2. help copier problem copy Plug it in.

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.

3. file cabinet Pull right here. open

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 TEST 16 -- WRITTEN EVALUATION

Part 1: Fill in the blanks.

1. What is it? It’s a____________________ . [page 2]
2. What is it? It’s a____________________ . [page 2]
3. What is it? It’s a____________________ . [page 2]
4. What is it doing? It’s_________________ . [page 2]
5. What is he doing? He’s________________ . [page 2]
6. What is the problem? It ________________
   ____________________________________________________________________ . [pages 3, 4]
Part 2: Answer the questions.

7. The fax machine doesn’t work. [pages 3, 4, 6, 7]
   What do you have to do?
   ____________________________________________________________.

8. The coffee machine doesn’t work. [pages 3, 4, 6, 7]
   What does John have to do?
   ____________________________________________________________.

Part 3: Follow the directions.

Put the steps in order. Use first, next, and after that. [page 7]
9. You want to make a copy.

<table>
<thead>
<tr>
<th>Put the original on the copier.</th>
<th>Press COPY.</th>
<th>Turn on the copier.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Put the conversation in order. [pages 2, 4]
10. ____ 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!
Unit 16 - Student Answer Key

Exercise 1, page 2
2. fax machine  3. shredder  4. phone  5. copier  6. pencil sharpener

Exercise 2, page 2
2. faxing  3. printing  4. ringing

Exercise 3, page 3
1. b  2. a  3. a

Exercise 4, page 3
1. First
2. Next
3. After that

Exercise 6, page 4
2. Pull right here.  3. Plug it in.
4. Put in the paper.  5. Dial the number.

Exercise 7, page 4
2. Sure. First, you have to put in the paper.
3. Okay.
4. Next, dial the number.
5. Okay.
6. After that, press SEND.
7. Great! I can do that!

Exercise 8, page 5
2. print  3. dial  4. copier  5. plug  6. phone  7. ring
8. pencil sharpener

Exercise 9, page 6
2. She has to dial the number.
3. I have to put in the paper.
4. She has to clean.
5. I have to study.
6. What does he have to do?
   He has to bring food to customers.
7. What do you have to do?
   I have to take some medicine.
   (Second answer to 6 and 7 may be different.)

Exercise 10, page 6-7
2. What is the problem? It doesn’t shred.
   What does Mark have to do?
   He has to plug it in.
3. What is the problem? It doesn’t open.
   What does Ellen have to do?
   She has to pull right here.
4. What is the problem?
   It doesn’t copy.
   What do you have to do?
   I have to put in the paper.
5. What is the problem?
   It doesn’t work.
   What does Teresa have to do?
   She has to plug it in.

Exercise 11, page 7
2. First, pick up the receiver.
   Next, press the button.
   After that, speak into the receiver.
3. First, put the paper in the fax machine.
   Next, dial the number.
   After that, press SEND.

Exercise 12, page 8
2. Can you help me with this copier?
   What is the problem?
   It doesn’t copy.
   Plug it in.
3. Can you help me with this file cabinet?
   What is the problem?
   It doesn’t open.
   Pull right here.

Exercise 13, page 9
1. She works at Downtown Cafe.
2. Yes, she does.
3. The telephone (phone)
4. Mark
5. She needs to know what she has to do to transfer a call to the kitchen.
6. Yes, he is.
7. He’s showing her what to do.
8. First, she has to press the HOLD button.
9. Next, she has to push the TRANSFER button.
10. After that, she has to hang up the phone.