Unit 15

- Directions on the Job
- Clarifying Instructions
- Superlatives
DIRECTIONS ON THE JOB — Part 1

Read the story and answer the questions with complete sentences.

It was Sonia’s first day at her new job at the cable company. Her boss, Mr. Ito, brought in a stack of videotapes. He asked her to label them with the correct names and numbers, which were on a master list. Then she should take the videotapes next door and give them to the production assistant.

Later, when Mr. Ito came back with another stack of videotapes, Sonia was still working on the first stack. Mr. Ito told Sonia to label the first videotapes on the new stack right away. It was part of a new show that was going to start in fifteen minutes. Then he left.

When he returned for the first tape, Sonia didn’t have it ready. She was still labeling the first stack. She didn’t understand that he wanted the new stack finished right away. The show was going to start in one minute, and Mr. Ito was very upset.

1. What did Mr. Ito ask Sonia to do to the videotapes?

________________________________________________________________________

2. Where did Sonia need to take the videotapes?

________________________________________________________________________

3. Did Mr. Ito need a videotape from the second stack right away?

________________________________________________________________________

4. Was the videotape ready when Mr. Ito returned?

________________________________________________________________________

5. Did Sonia completely understand Mr. Ito’s instructions?

________________________________________________________________________
DIRECTIONS ON THE JOB — Part 2

Mr. Ito called Sonia into his office. He wanted to talk to her because she didn’t do what he asked her to do. Mr. Ito explained that his office was a busy place. Sometimes, he needed her to do several things at one time. Sonia said she was able to do it, but Mr. Ito’s directions weren’t clear.

Mr. Ito thought about what happened. He remembered that he said he needed the videotape soon. Sonia didn’t understand that soon was almost the same thing as right away. Mr. Ito realized that what happened was his fault. He didn’t explain well.

Sonia and Mr. Ito talked about the misunderstanding. English was Sonia’s second language. It was also Mr. Ito’s second language. He promised to give clear directions from now on. He agreed to explain which job had priority.

1. Did Mr. Ito need Sonia to do several things at one time?

_______________________________________________________________________

2. Did Mr. Ito say he needed the tape right away or soon?

_______________________________________________________________________

3. What did Mr. Ito and Sonia talk about?

_______________________________________________________________________

4. Was English Sonia’s first language?

_______________________________________________________________________

5. Was English Mr. Ito’s first language?

_______________________________________________________________________
VOCABULARY

Study these definitions.

- **bus** to clean and set the tables in a restaurant
- **ignore** to not pay attention to something or someone
- **misunderstanding** something not understood correctly
- **priority** something important that needs immediate attention
- **resolve** to find an answer to a problem or misunderstanding
- **specific** exact, definite
- **task** a job, something to do

Complete the following sentences with the new vocabulary.

1. I have a lot to do this afternoon, but my boss wants me to mail this package first.
   It’s a ________________________.

2. I didn’t know Mary wanted me to work for her today. I thought she said Friday.
   That’s why I didn’t come to work today. I’m sorry, we had a ________________________.

3. When the restaurant is busy, Teshome has to ____________________ a lot of tables.

4. I always give my employees ____________________ instructions. That way, we don’t have any misunderstandings about what needs to be done.

5. When two people have a misunderstanding, they need to talk to each other to ____________________ any problems.

6. Joaquin sees Josefina, his old girlfriend. He doesn’t want to talk to her. He’s going to _______________________ her and just keep on walking.

7. Sonia has to label this tape for Mr. Ito because he’s going to use it in this afternoon’s program. Sonia has a simple ____________________ to complete.
CLARIFYING INSTRUCTIONS

When you don’t understand instructions your boss gives you, or you don’t hear everything, you can ask your boss, “Could you repeat that, please?” If you do understand, you can say “I understand. I’ll get started right away.”

Read the following instructions. Then answer, Could you repeat that, please? or I understand. I’ll get started right away.

Example:

Boss: Clean the kitchen, please, and put the car in the refrigerator.
You: Could you repeat that, please?

1. Boss: Please copy these documents by 1:00. I’ll need them this afternoon.
   You: _______________________________________________________

2. Boss: Take the red book from the top shelf and put it in the sink.
   You: _______________________________________________________

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3. Boss: Fill these salt shakers and put one on each table.
   You: ___________________________________________________________

4. Boss: Write a memo to all of the employees. Tell them that there will be an important meeting today after work.
   You: ___________________________________________________________

5. Boss: File these pencils and sharpen these documents, please.
   You: __________________________________________________________

6. Boss: Don’t forget to pour milk into the washing machine and put soap in the baby’s cup.
   You: ___________________________________________________________

7. Boss: Put the doll in the trash can and the trash in Carol’s room.
   You: __________________________________________________________________

8. Boss: Water all the plants in the garden and sweep the front porch, please.
   You: ____________________________________________________________________
SUPERLATIVES — Part 1

- Remember, we use the superlative form of an adjective when we compare one thing to two or more other things.

Example:

Anh is the smallest woman in her family.

- To make the superlative form, we add -est to adjectives that have one or two syllables. Sometimes we have to change the spelling of the adjective.

Examples:

<table>
<thead>
<tr>
<th>small</th>
<th>smallest</th>
</tr>
</thead>
<tbody>
<tr>
<td>hot</td>
<td>hottest</td>
</tr>
<tr>
<td>nice</td>
<td>nicest</td>
</tr>
<tr>
<td>heavy</td>
<td>heaviest</td>
</tr>
</tbody>
</table>

- The superlative form of an adjective always has the before it.

Examples:

happy You are the happiest person I know.
cold  Yesterday was the coldest day of the year.
Fill in the blanks with the superlative form of the following adjectives.

Example:

Anh makes (pretty) **the prettiest** bouquets in the flower shop.

1. Ara has (big) _______________ car on his block.

2. California is (large) _______________ state on the west coast.

3. Maria is (fast) _______________ typist in the office.
4. Teshome has (loud) ____________________________ voice in the restaurant.

5. Ms. Brown’s cat has (soft) ___________________________ fur I ever touched.

6. Sonia has (easy) _________________________________ job in the office.

7. Anh has (cute) _________________________________ baby boy in the world.
DIRECTIONS ON THE JOB — Part 3

The restaurant was very busy. Teshome was talking to a customer. He was telling the customer a story. Mr. Reynolds, his boss, was upset because he needed Teshome to bus the dishes.

Mr. Reynolds told Teshome not to talk to the customers so much. Teshome was confused because Mr. Reynolds wanted him to be friendly to the customers. Mr. Reynolds told Teshome to smile at them, not to talk to them. In Teshome’s country, when people were friendly, they talked and told stories.

Mr. Reynolds told Teshome to talk to customers only when the restaurant wasn’t busy.

1. What was Teshome doing when his boss got upset?

________________________________________________________________________

2. What job did Mr. Reynolds want Teshome to do?

________________________________________________________________________

3. Where did Teshome learn to talk to customers?

________________________________________________________________________

4. How did Mr. Reynolds want Teshome to be friendly?

________________________________________________________________________

5. When did Mr. Reynolds want Teshome to talk to customers?

________________________________________________________________________
SUPERLATIVES — Part 2

To make the superlative form of some two-syllable adjectives and adjectives with more than two syllables, we put the most before the adjective.

Examples:

- the most marvelous
- the most responsible
- the most honest
- the most successful

Fill in the blanks with the superlative form of the following adjectives.

1. Catalina is a wonderful dancer. She is ___________________________ dancer in the group.
2. Anh is a responsible worker. She is ______________________________ worker at the shop.
3. That was an exciting vacation. It was ___________________________ vacation I ever had.
4. John Wayne was a famous actor. He was ____________________________ actor in the U.S.
5. This was a fabulous day. It was __________________________________ day of my life.
6. Joaquin is an honest person. He’s ________________________________ person I ever met.
7. Mrs. Lopez makes delicious burritos. She makes ____________________________ burritos in the world.
8. Anh creates original flower arrangements. They are _____________________________ flower arrangements of all.
9. Sonia’s programs were very interesting. They were _________________________ programs on the radio.
10. Mr. Ito’s job is very boring. It’s ________________________________ job at the station.
SUPERLATIVES — Part 3

The superlative form of good is the best. The superlative form of bad is the worst.

\[
\begin{align*}
good & > \text{the best} \\
\text{bad} & > \text{the worst}
\end{align*}
\]

Examples:

Marcia is a good singer.
Marcia is the best singer in the band.

Fill in the blanks with the superlative forms of good and bad.

1. Joaquin scores all of the points for his soccer team. He is _________________ soccer player in Los Angeles.

2. Mrs. Lopez’s enchiladas are delicious. She makes _________________ enchiladas in the world.

3. Boris doesn’t sell many shoes. In fact, he is _________________ shoe salesman at the store.

4. That movie was terrible. It was _________________ movie I ever saw.

5. Dee Dee gets excellent grades. She is _________________ student in her class.

6. I don’t like Mondays. Monday is _________________ day of the week.
THINK ABOUT IT

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

1. Do you think Mr. Ito should have been annoyed? Did he give clear instructions?
2. Have you ever had a misunderstanding at work? What happened?
3. Your boss says something you don’t understand. List six things you could say to help you understand.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
FOCUSED LISTENING
(video - 19:12)

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

Scene 1
1. Sonia mixed up Mr. Ito’s instructions.
2. Mr. Ito didn’t give clear instructions.
3. Sonia thought it was easier to do it her way.

Scene 2
1. Teshome likes to tell stories to the customers.
2. Teshome thought that when Mr. Reynolds said, “breaks,” he meant breaking dishes.
3. Teshome thought Mr. Reynolds didn’t think he was a hard worker.

Scene 3
1. Ed told Ara the wrong information.
2. Ara was working on the wrong car because the name of the customer is the same as one of the cars in the shop.
3. Ara doesn’t know the difference between a Ford car and a Honda car.
UNIT 15 TEST

Circle the correct answers.

1. Label these videotapes and put them in the garbage.
   a. I understand. I’ll get started right away.
   b. Could you repeat that, please?

2. Teshome, clean and set those tables before you seat the customers there.
   a. I understand. I’ll get started right away.
   b. Could you repeat that, please?

3. Make sure all the reports are correctly filled out before you file them alphabetically.
   a. I understand. I’ll get started right away.
   b. Could you repeat that, please?

4. Use the first letter of the customer’s last name to file the reports chronologically.
   a. I understand. I’ll get started right away.
   b. Could you repeat that, please?

5. Anh is ________________ person in her family.
   a. the most short
   b. the shorter
   c. the shortest

6. Fred has ________________ car in the garage.
   a. the bigger
   b. the biggest
   c. the bigest

7. There are a lot of beautiful women in our class, but Teresa is ________________.
   a. the beautiful
   b. the more beautiful
   c. the most beautiful

8. This is ________________ lesson in the whole book.
   a. the easiest
   b. the easier
   c. the most easy
UNIT 15 TEST

9. Frieda dances very well. In fact, she’s _______________ dancer in our school.
   a. the worst
   b. the best
   c. the better

10. Jojo never works. He’s _______________ person in our office.
    a. the lazyest
    b. the hazier
    c. the laziest

11. Marco is an excellent student. He’s _______________ person I know.
    a. the most intelligent
    b. the more intelligent
    c. the intelligent

12. Last night’s concert was awful. It was _______________ concert I ever saw.
    a. the bad
    b. the best
    c. the worst

13. If you like spicy food, order this dish. It’s _______________ dish on our menu.
    a. the spiciest
    b. the spicier
    c. the more spicy

14. This car is fast, inexpensive and easy to drive. It’s _______________ car we have.
    a. the better
    b. the best
    c. the worst

15. Our teacher always helps us when we have a problem. She’s _______________ person in the world.
    a. the nicest
    b. the nicer
    c. the most nice

16. These shoes aren’t very good. They’re _______________ shoes in the store.
    a. the worse
    b. the worst
    c. the bad
17. John and Barbara don’t understand each other. They have a ___________________.  
   a. misunderstanding
   b. task
   c. understanding

18. We need to ___________________ problems before they get out of control.  
   a. clear
   b. resolve
   c. take care

19. Don’t ___________________ your problems. You must face them and resolve them.  
   a. ignore
   b. resolve
   c. answer

20. My job is my _________________. Play comes later, after I have finished my work.  
   a. misunderstanding
   b. priority
   c. importance
UNIT 15
STUDENT ANSWER KEY

VOCABULARY
(page 48)
1. priority
2. misunderstanding
3. bus
4. specific
5. resolve
6. ignore
7. task

CLARIFYING INSTRUCTIONS
(pages 49 & 50)
1. I understand. I’ll get started right away.
2. Could you repeat that, please?
3. I understand. I’ll get started right away.
4. I understand. I’ll get started right away.
5. Could you repeat that, please?
6. Could you repeat that, please?
7. Could you repeat that, please?
8. I understand. I’ll get started right away.

SUPERLATIVES — Part 1
(pages 52 & 53)
1. the biggest
2. the largest
3. the fastest
4. the loudest
5. the softest
6. the easiest
7. the cutest

SUPERLATIVES — Part 2
(page 55)
1. the most wonderful
2. the most responsible
3. the most exciting
4. the most famous
5. the most fabulous
6. the most honest
7. the most delicious
8. the most original
9. the most interesting
10. the most boring

SUPERLATIVES — Part 3
(page 56)
1. the best
2. the best
3. the worst
4. the worst
5. the best
6. the worst

FOCUSED LISTENING
(page 58)
Scene 1: 1
Scene 2: 2
Scene 3: 2