



At Work

A Look at the photos and write the jobs.



1. _____



2. _____



3. _____

B Match each occupation with the job skill.

c 1. hairdresser

_____ 2. cable installer

_____ 3. locksmith

_____ 4. health aide

_____ 5. plumber

_____ 6. mechanic

_____ 7. florist

_____ 8. travel agent

a. I can change the locks in a house.

b. I can fix sinks, toilets, or showers.

c. I can cut and color hair.

d. I can install Internet service in homes.

e. I can take a pulse and blood pressure.

f. I can give a car a tune-up.

g. I can save money on people's travel plans.

h. I can arrange flowers for weddings.

Can is a modal.
It shows ability.

C Describe a job. Your classmates will guess what the job is.

I can remodel your kitchen or your bathroom. I can install new cabinets in your kitchen.

Are you a carpenter?

Yes, I am.

Could you please call Mr. Henderson?
Would you please check this report?

Could you and *Would you* are modals.
 Use *Could you* and *Would you* to make
 polite requests.

Could you please
 fill out this form?

A Restate each sentence as a polite request.

1. Fill out this form.
2. Take this call.
3. Send an e-mail to the employees.
4. Clean the workroom.
5. Fill this order.
6. Take Ms. Miller's temperature.
7. Bring me some change.
8. Open on cash register 5.
9. Help the next customer.
10. Unpack those boxes.



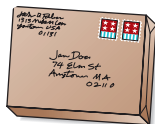
CD2 • TR10

B Listen. Write the request for each item.

1.



2.



3.



4.



CD2 • TR11

C Pronunciation: *Would you* and *Could you* Listen and repeat each request in Exercise B.



D In your notebook, write three more requests for each list.

Student-to-student requests:

Could I please use your dictionary?

Teacher-to-student requests:

Would you please hand in your papers?

I		wear a name tag.
You	must	sign in.
He		file a report.

I		make personal calls.
You	must not	argue with a customer.
He	can't	use a cell phone.

Must, must not, and can't are modals.
Must states rules, policies, and regulations.
Must not and *can't* show that an action is not allowed or not permitted.

You must wear a hard hat.

A Explain each work sign. Use *must*, *must not*, or *can't*.

1.



2.



3.



4.



5.



6.



7.



8.



9.



10.



11.



12.


B

Working Together Work in a small group. In your notebook, write six of your school or class rules.

Students must not copy from other students during an exam.

C **Talk about the company policies and regulations.** Use *must*, *must not*, or *can't*.

Workers must report
to work by 8:00.

WORD PARTNERSHIPS	
clock	in
sign	out
punch	
swipe my card	

1. Work hours: 8:00 – 4:00.
2. Punch in and out.
3. If you will be late, call your supervisor.
4. Wear your ID tag at all times.
5. No jeans or athletic clothing.
6. No smoking.
7. No cell phones.
8. Do not bring your children to work.
9. Report unsafe working conditions.
10. No offensive pictures on office walls.
11. Report any accidents immediately.
12. Internet for business only.
13. Customers are our business. Always be polite and helpful.



D **Discuss.**

1. What are some rules at your workplace?
2. What are some regulations at an airport?
3. What are some laws about children in cars?
4. What are some laws about texting and using cell phones while driving?
5. What are some laws about pets?
6. What are some common apartment regulations?

I	may (not)	change jobs.
He	might (not)	get a promotion.
They		take a sick day.

May and might are modals.
May and might show possibility.

A Complete the sentences. Describe what *may* or *might* happen.

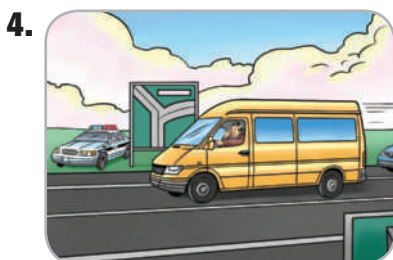
- Yolanda got to work late today, so the boss might give her a warning.
- You need a job. A new clothing store is opening in your area, so you might _____.
- Nelson has a bad cold. He may _____ to work.
- The boss is very happy with Mia's work. He might _____.
- The economy is bad and our company is not doing very well. The boss might _____.
- The economy is very good and our company is doing very well. The boss may _____.
- Shelly works full time. She wants to begin college in the fall. She might _____ her job in the fall.



B Work with a partner. Talk about the pictures. Then, write two sentences about what *may* or *might* happen in each.

She might slip on the floor.

She might fall and hit her head.



I **might go** to nursing school.
Maybe I will go to nursing school.
 I'm **going to go** to nursing school.
 I **will go** to nursing school.

May and *might* are modals. They show possibility.
Maybe shows possibility. *Maybe* is the first word in a sentence.
Will or *(be) going to* show that you are sure or certain.

A Rewrite the sentences. Use *may* or *might*.

- Maybe I will quit my job. I might quit my job
- Maybe the boss is going to fire him. _____
- Maybe she will get the job. _____
- Maybe we are going to have a test. _____



B Work in a small group. Talk about your future plans. Use the future tense if you are sure of your plans. Use *may*, *might*, or *maybe* if you are not sure of your plans.

- | | |
|------------------------------|----------------------|
| 1. change jobs | 7. take out a loan |
| 2. get a dog | 8. go on a cruise |
| 3. visit my native country | 9. buy a new TV |
| 4. open a small business | 10. move |
| 5. continue to study English | 11. paint my bedroom |
| 6. take a computer class | 12. visit friends |

I might change jobs.

Maybe I will change jobs.

I don't like my job. I will change jobs soon.



C Work with a partner. Ask and answer the questions. Use *may*, *might*, or the future tense.

- What are you going to have for dinner tonight?
- What are you going to do this weekend?
- Where are you going to go on your next vacation?
- When are you going to give a party?
- When are you going to go to the dentist?

Modal	Use to show . . .	Example
have to	obligation necessity	I have to do my homework.
(not) have to	something is not necessary	I don't have to get up early on Sunday.
should	advice opinion	You should apply for the job. You should wear a suit.
must	necessity a rule or policy	I must pay taxes.
must not can't	something is not permitted	I must not park here. I can't wear jeans to work.
can	ability	I can fix a flat tire.
could would	polite request	Could you answer the phone? Would you file these papers?
may might	possibility	I may get the job. I might lose my job.

Modals change the meaning of a verb.

After a modal, use the base form of the verb.

Do not use *-s*, *-ed*, or *-ing*.

A Circle the correct modal.

1. Tony has a job interview. He **should** / **doesn't have to** arrive on time.
2. At our company all employees **must** / **might** wear name tags.
3. A nurse **has to** / **must not** wash her hands after caring for each patient.
4. Work begins at 7:30. You **must not** / **don't have to** arrive late.
5. **Could you** / **Should you** please repair the copy machine?
6. You are very good at math. I think you **should** / **have to** study accounting.
7. Friday is casual dress day. We **have to** / **don't have to** wear suits.
8. I received a good evaluation, so I **have to** / **might** get a raise.
9. Employees **must not** / **don't have to** take home company products.
10. You aren't happy at your job. You **should** / **have to** look for another opportunity.
11. We **don't have to** / **can't** make personal phone calls at work.



CD2 • TR12



B Listen. Circle the letter of the sentence with the same meaning as the sentence you hear.

- | | |
|---|--|
| 1. a. I should take a break. | b. I might take a break. |
| 2. a. Could you please look up the number? | b. You should look up the number. |
| 3. a. You don't have to smoke. | b. You must not smoke. |
| 4. a. You might get a haircut. | b. You should get a haircut. |
| 5. a. You must renew your license. | b. You might renew your license. |
| 6. a. We don't have to work. | b. We must not work. |



C Complete the conversations. Stephan is asking questions about his new workplace. Use the correct modal and the verb in parentheses.

- A:** What time does work begin?
B: All employees (sign in) _____ by 8:00.
- A:** Which office will I work in?
B: We're not sure yet. You (be) _____ in Room 245. Or you (be) _____ in Room 246. We're going to decide later today.
- A:** What papers do I need to fill out?
B: You (complete) _____ your tax withholding form and an employee data form.
- A:** What is the dress code here?
B: It's pretty casual—nice pants and a sweater are fine. You (wear) _____ a suit. But don't dress too casually. You (wear) _____ jeans and a T-shirt.

We don't have to stand up when we speak.



D Talk about your classroom. Use modals.

- | | |
|------------------------------------|---|
| 1. stand up when we speak | 6. have a fire drill this month |
| 2. do our homework | 7. turn off our cell phones |
| 3. speak English in class | 8. call our teacher by his / her first name |
| 4. bring coffee into our classroom | 9. wear jeans to class |
| 5. pay for our books | 10. have a test next week |



E Working Together Work with a partner. Write three sentences about your class. Use modals. Then, read your sentences to the class. Your classmates will decide if the sentences are true or false.

A Discuss.

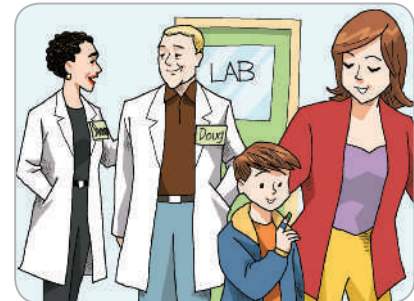
1. What kinds of tests does a diagnostic medical lab perform?
2. Who are some of the employees at a diagnostic lab?
3. What kind of paperwork does a medical lab keep?

A diagnostic medical laboratory performs medical tests ordered by a doctor.



CD2 • TR13

- ## B Listen and look at the pictures.
- Sharon Taylor is an administrative assistant in a diagnostic lab. She is talking with her co-workers and patients. Write six of her responsibilities.



1. *She schedules the employees.*

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

C Complete the sentences. Use the correct modal and the verb in parentheses. In some sentences, more than one answer is correct.

- (work) Could you please work an extra hour today? Carla needs to leave early.
- If you want a copy of your lab results, you (call) _____ this number.
- The lab sends the test results to the doctor. The patient (bring) _____ the results to the doctor.
- (add) _____ two boxes of latex gloves to our order?
- For a fasting blood test, a patient (eat or drink) _____ anything for twelve hours.
- (make) _____ a copy of this insurance card?
- If a patient has insurance, he (bring) _____ his insurance card.
- If a patient has insurance, he (pay) _____ the full amount.
- If a patient doesn't have insurance, he (pay) _____ for the test.

D Word Builder Discuss the worker characteristics in the box. Then, complete the sentences.

- The office is always busy, but Sharon works well under pressure.
- Sharon sometimes needs to repeat information, but she is always _____.
- Everyone knows the responsibilities and schedule, so it is a _____ office.
- Sharon knows how to run the office. She feels _____ in her abilities.
- Sharon manages all the supplies and orders. She's _____.
- Sharon works well with others. She is a good _____.

confident
~~works well under pressure~~
good with details
patient
team player
well-organized



E Think about your work style. Circle Yes or No for each statement. Then, talk about your answers in a group.

- | | | |
|--|-----|----|
| 1. I'm always patient with customers or clients. | Yes | No |
| 2. I am a good team player. | Yes | No |
| 3. I work well under pressure. | Yes | No |
| 4. I am organized and good with details. | Yes | No |
| 5. I feel confident at my job. | Yes | No |

A Discuss. Then, read.

1. What time does your work begin? What is the policy about arriving late?
2. What is the dress code at your work place?
3. Who speaks to an employee who does not follow a policy?

**READING NOTE****A Humorous Article**

Sometimes an article is not serious. It looks at a situation from the opposite point of view. For example, this article explains how to *lose* your job, not how to *keep* it.

1. Don't worry about time policies.

If you have a half hour for lunch, no one is going to say anything if you take an extra ten minutes. If work begins at 8:30, arrive at 8:45. You can always **blame** the heavy traffic. No one is counting how many breaks you take. If you have two breaks, no one will **notice** if you take three.

2. Blame your co-workers if you miss a deadline or do a poor job on a project.

Be sure that nothing is your **fault**. If the boss complains about your work, explain to him that "Randy gave me the wrong directions." Or say, "I did my part. Nelson didn't do his part."

3. Don't worry about the office dress style.

You should wear what you like to work. Be comfortable. If you are a young woman, you don't need to wear the **traditional** dress style of the older employees. Short dresses and tight pants look good on you. Big earrings are fun.

4. Post your feelings about work on the Internet.

You can **trust** all your friends. No one will share your posts. Your boss and your company don't follow what is happening on the Internet. They will never see the following posts:

My boss always **complains** about everyone. But no one ever sees *him* working.

I lied to my boss today. I told her I had a big exam and needed the day off. Hah! She believes anything!

5. If you like another employee, it's okay to let him / her know.

If there is a woman you like, you can let her know in quiet, personal ways. Send her a birthday card and leave notes on her desk. Stop by her desk two or three times a day. Call her *Honey* or *Babe*. Tell her that she is pretty and that you like the way she dresses and the perfume that she wears. It's fine to touch her on the hand or the arm. She will like the attention.

B Word Builder Discuss the meaning of the words in the box. Then, write the letter of the correct answer.

1. Jorge often complains about _____.

a. his schedule

b. the Internet

2. The accident was his fault. He _____ at the red light.

a. stopped

b. didn't stop

3. The boss noticed that one of the employees _____.

a. was wearing a uniform

b. was leaving early

4. The boss blamed the secretary for _____ the copy machine.

a. breaking

b. fixing

5. The boss trusted the team to _____.

a. complete the project

b. make a mistake

6. Employees should wear traditional clothes, such as _____.

a. jeans and a T-shirt

b. nice pants and a button-down shirt

blame traditional
notice trust
fault complain

C Change the suggestion. How can you *keep* your job?

1. If work begins at 8:30, arrive at 8:45.

If work begins at 8:30, arrive at 8:20

2. Blame your co-workers if you do a poor job on a project.

3. Wear short dresses to work.

4. Post your feelings about work on the Internet.

5. If you like someone, stop by his or her desk several times a day.

6. Take an extra break.

7. It's fine to call a female employee *Honey* or *Babe*.

A Discuss. Then, read.

1. Where do you work?
2. What do you do there?
3. What do you like about your job? What don't you like?

I work for A1 Carpet Cleaning in Amesville. My company cleans rugs and carpets and strips and waxes floors. I'm a carpet specialist. On most days, I clean carpets in four homes. We work in teams—there are always two people together because there is a lot of equipment and hoses to carry into the house. First, we put small floor protectors under all furniture legs. Next, we remove any stains in the carpet. Then, we lightly shampoo the carpet and remove the water, both with the same machine.

I work the day shift, from 8:00 to 4:00. We have to wear white company shirts, black pants, and black work shoes. Everyone must wear an ID at all times. When I arrive at work, my boss gives me the names, addresses, and phone numbers of the homes I have to visit that day. I drive a small company truck and I have to be very careful. If I have an accident, I might lose my job. When I arrive at a home, I have to call the office. When I finish the job, I have to call the office again.

I like my boss because she is organized and helpful. I also like my hours. I'm home by 5:00, and I don't have to work on the weekends. I get two weeks paid vacation every year. There is one major problem with my job, though. I don't have any health benefits.

Tony

**WRITING NOTE****Adding Details**

Details make a story more interesting. Give specific examples and information when you write.

B Read the composition. What questions can you answer?

I work for a carpet cleaning company. I'm a carpet specialist. I clean carpets in homes.

I work the day shift. We have to wear a white company shirt. When I arrive at work, my boss tells me the houses I have to visit that day.

I like my boss. I also like my hours. I get two weeks paid vacation every year. I don't have any health benefits.

Martin

1. What is the company's name?
What town is it in?
2. Does Martin work alone?
3. What does he do when he gets to a house?
4. What are his hours?
5. What does he wear?
6. What are some of the company policies and procedures?
7. Why does he like the boss?
8. Does this composition have many details?
9. Which composition is more interesting, the one on page 174 or this one?

C Write a few notes about your job or the job you would like to have. Then, write a composition about the job. Include a lot of details.

Company and location	
Job title	
Job responsibilities	
Hours	
Uniform or dress code	
Policies	
Things I like	
Things I don't like	



D Sharing Our Stories Work in a small group. Read your stories to one another. Ask questions about the jobs.

E Revise your composition. Add the information that your classmates asked about.

A Read the job posting.**Administrator
Medical Diagnostic Lab
Bay City Hospital**

Responsible for daily operation of medical lab, scheduling, patient records, ordering of supplies, and coordination with hospital administration. Two years medical lab administrative experience required.

**B Read the interview tips.****Interview Tips**

1. Research the company.
2. Practice the interview several times.
3. Dress appropriately.
4. Arrive a few minutes early for the interview. Turn off your cell phone!
5. Shake hands with the interviewer.
6. Look at the interviewer. Make eye contact. Smile from time to time.
7. Explain your strengths. Talk about your skills.
8. Answer questions clearly. Give a few details in each answer.
9. Thank the interviewer and shake hands again.
10. Send a handwritten thank-you note two or three days after the interview.



C Look at the photo on page 176. Listen to Sharon Taylor's job interview. Then, answer the questions.

1. What is Sharon wearing?
2. Describe Sharon's manner at the interview.
3. How do you know that she researched the job before her interview?
4. What skills will she bring to the new job?
5. What positive things does she say about herself?
6. Why does she want the job at Bay City Hospital?
7. How does she end the interview?



D Work in a group. Ask and answer the interview questions about a job you would like.

- | | |
|--|---------------------------------------|
| 1. What are your job responsibilities now? | 5. What are your strong points? |
| 2. What skills do you bring with you? | 6. What are your weak points? |
| 3. What was your biggest accomplishment at your job? | 7. What hours would you like to work? |
| 4. Why do you want to work at [our company]? | 8. Why should we hire you? |
| | 9. What questions do you have for us? |



E Working Together Work with a partner. Practice an interview for a manager's position at your company. Then, two or three pairs will role-play their interview for the class. Look at the interview tips. What did the job applicant do well? How can the applicant improve his or her interview skills?



F Discuss. Look at the picture. The people are waiting for a job interview. How can they improve their chances of getting a job? Use *should* or *shouldn't*.

