Name:

Talking to the Manager: What is my Schedule?

A. Listen. Sophie talks to her manager in this video: https://vib.by/v/XJeth8HrK

1. Draw lines to match these phrases from the video to their meanings:

Welcome on board	trade working hours
post a schedule	It's good to have you work here
work a shift	do the scheduled hours of work
let me know	inform me
switch with someone	display employees' work times

2. When we speak, we use *linking words* to connect ideas or to turn the conversation in a different direction. Some examples of linking words are

anyway, right, okay, to begin with, actually, by the way, so, however.

Which linking word does Sophie use?

a. By the way b. Anyway c. Actually

3. Next, Sophie says, *I wanted to ask you…*

She uses past tense "*wanted*" because she started thinking about her question earlier, and finally now she gets the opportunity to ask the question. It's also OK to use present tense here: *I want to ask you…*

What does Sophie want to know?

a. her work schedule for next week b. where the bulletin board is

4. What must Sophie do if she can't work during a shift that she is scheduled for?

a. She needs to switch with another employee. b. She needs to inform her manager.

B. Now listen to Nick and his manager in this video: https://vib.by/v/QJED58SrK

1. What linking words does Nick use to change the conversation?

a. By the way b. Anyway c. Actually

2. What must Nick do if he can't work during a shift that he is scheduled for?

a. He needs to switch with another employee.

b. He needs to inform his manager in advance.

3. What could happen if Nick talks to the other servers?

a. His manager could advance his shift.

b. One of the servers could trade work hours with him.