Lesson
8

WORDS TO LEARN

appreciation
be made of
bring in
casually
code
expose
glimpse
out of
outdated
practice
reinforce
verbally

Office Procedures

Study the following definitions and examples.

1. **appreciation** n., recognition, understanding; thanks
   a. In appreciation of your hard work on the Castcon project, the department will hold a casual lunch party on November third.
   b. Your appreciation of my efforts inspired me through the final stages of the construction.
2. **be made of** v., to consist of
   a. This job will really test what you are made of.
   b. People say that the negotiator has nerves made of steel.
3. **bring in** v., to hire or recruit; to cause to appear
   a. The company president wanted to bring on an efficiency consultant.
   b. The company brought in a new team of project planners.
4. **casually** adv., informally
   a. On Fridays, most employees dress casually.
   b. Martin spoke casually, as if he were chatting with friends.
5. **code** n., rules of behavior
   a. The new employees observed the unwritten code of conduct in their first week on the job.
   b. Even the most traditional companies are changing their dress code to something less formal.
6. **expose** v., to make aware; to give experience
   a. Mergers require that employees be exposed to different business practices.
   b. The new hires' week in each department exposed them to the various functions in the company.
7. **glimpse** n., a quick look
   a. The secretary caught a glimpse of her new boss as she was leaving the office.
   b. After one year with the company, he still felt as though he had only a glimpse of the overall operations.
8. **out of** adj., no longer having, missing
   a. Orders should be placed before you run out of the supplies.
   b. The presenter ran out of time before he reached his conclusion.
9. **outdated** adj., obsolete; not currently in use
   a. The purpose of the seminar is to have employees identify outdated methods and procedures.
   b. Before you do a mailing, make sure that none of the addresses is outdated.
10. **practice** n., method of doing something; v., to repeat in order to learn
    a. The manager had started her practice of weekly breakfast meetings more than twenty years ago.
    b. Bill practiced answering the telephone until he was satisfied.
11. **reinforce** v., to strengthen, support
    a. The financial officer's unconventional method of analyzing data was reinforced by the business journal article.
    b. Employees reinforced their learning with practice in the workplace.
12. **verbally** adv., in spoken form
    a. She verbally reprimanded the new hire in front of his entire team.
    b. The guarantee was made only verbally.

LIVEWORKSHEETS

WORD FAMILIES

noun	appreciation	In appreciation for your hard work, we are giving you a top-priority project.
verb	appreciate	We appreciate the time that you have put into this project, but we need to see more positive results.
adjective	appreciated	The intern felt appreciated, like a member of the team.

noun	code	The programmer spent three days searching for the bug in his code.
adjective	coded	Their web page contained a coded message for insiders.
verb	code	If we code the password into each user's ID number, can users avoid one step for logging on?

verb	expose	As a matter of company policy, we try to expose all managers to the challenging work of telephone sales through hands-on experience.
noun	exposure	Exposure to the elements will corrode the container for the sensor.
adjective	exposed	Mr. Lee was exposed to Chinese business practices during his three-year assignment as a manager in Beijing.

noun	practice	He was surprised at the difference in office practices from one local office to another.
verb	practice	All managers are expected to practice caution in their spending until the end of the year.
adjective	practical	We need a practical solution to this common problem.

verb	reinforce	The practical training reinforced the theoretical studies.
noun	reinforcement	If reinforcement is needed, you have the support of the executive committee.
gerund	reinforcing	Reinforcing the preferred way of selling the product was one of their job requirements.

adverb	verbally	No employees should be verbally reprimanded in front of their peers.
verb	verbalize	Well-established procedures are often difficult to verbalize.
adjective	verbal	The company operated on a practice of verbal and not written contracts.

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

CD1
Track 8



Part 1 Photo

Look at the picture and listen to the sentences.
Choose the sentence that best describes the picture.

1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best response.

4. What will the woman tell the man about?
   (A) Hiring policies.
   (B) Company practices.
   (C) How to make a schedule.
   (D) The employee's communication problems.

5. What problem has the man had?
   (A) No one can explain things to him clearly.
   (B) He never has time for anything.
   (C) No one has time to talk to him.
   (D) He isn't familiar with his coworkers.

6. How does the woman suggest he reinforce their discussion?
   (A) By talking to other employees.
   (B) By practicing what he hears.
   (C) By reviewing the schedule.
   (D) By looking at the handbook.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. Who is the speaker?
   (A) A software trainer.
   (B) A hardware salesman.
   (C) A new computer owner.
   (D) A scientist from R&D.

8. What will they do today?
   (A) Choose new software.
   (B) Review their computer skills.
   (C) Hire a specialist.
   (D) Take apart the CPU.

9. What will they do after the speaker finishes?
   (A) Spend a lot of time practicing.
   (B) Watch a television program.
   (C) Have lunch.
   (D) Attend a board meeting.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. Ms. Handa was unable to express her _____ for all that her colleagues had done for her.
    (A) appreciation (C) appreciating
    (B) appreciated (D) appreciates

11. The programmer is _____ the message so that it's not accessible to everyone.
    (A) code (C) coded
    (B) coding (D) coder

12. It looks like this disk was _____ to intense heat, because it's warped and pocked.
    (A) expose (C) exposing
    (B) exposed (D) exposure

13. The _____ of answering each telephone call on the third ring requires a dedicated receptionist.
    (A) practices (C) practiced
    (B) practical (D) practice

14. Human Resources tries to _____ employees' understanding by offering workshops twice a year.
    (A) reinforce (C) reinforced
    (B) reinforcing (D) reinforcement

15. Senior employees are often asked to _____ office procedures.
    (A) verbally (C) verbal
    (B) verbalize (D) verbalizing

Part 6 Text Completion

Notice—Casual Fridays

A number of staff members have expressed an interest in Casual Friday. I realize that this custom __16__ in many offices nowadays. I appreciate the fact that many of you have discussed this matter with me __17__, and pointed out that our strict dress code is outdated. Because so many people have expressed an interest in dressing casually once a week, we will have Casual Friday in this office starting next week. While we want to be relaxed, we do not want __18__ our coworkers to styles of dress that may make them feel uncomfortable. So, while the dress code will be relaxed, it does not mean that you can wear anything you want. Shoes and shirts are required, and beach and gym attire are unacceptable.

Amanda Jones, Director

16. (A) practices
    (B) practiced
    (C) is practiced
    (D) is practicing

17. (A) verb
    (B) verbal
    (C) verbally
    (D) verbalize

18. (A) expose
    (B) to expose
    (C) exposing
    (D) have exposed

LIVEWORKSHEETS

Part 7 Reading Comprehension

Questions 19–23 refer to the following article.

When you bring in a new employee, it is important to make sure that he or she understands the usual office procedures as well as the codes of behavior. These things should be outlined clearly in the employee handbook. New employees should understand that they are expected to do more than just glimpse at the handbook and then hide it in a drawer. A thorough reading of it will help them understand many things they need to know about the workplace culture. Employees also appreciate verbal reinforcement. Supervisors should let them know when they have completed a job well, or if they are bending the rules too far. More experienced coworkers can be asked to support new employees while they are getting used to their new positions and explain procedures to them, but ultimately it is the supervisor's responsibility to make sure that the normal office practices are carried out. When everyone understands what is expected, then the office procedures run more smoothly. In fact, it is not a bad idea to review the codes and procedures with the entire staff from time to time. This can be done on a regular basis at staff meetings, or it can be part of a training session.

19. What should new employees do with the handbook?
    (A) Read it quickly.
    (B) Study it completely.
    (C) Hide it in a drawer.
    (D) Share it with coworkers.

20. What should the supervisor do when an employee breaks a rule?
    (A) Punish her.
    (B) Fire her.
    (C) Tell her.
    (D) Retrain her.

21. How can experienced coworkers help new employees?
    (A) By writing a new handbook.
    (B) By explaining office procedures.
    (C) By inviting them to staff meetings.
    (D) By telling the supervisor when a rule has been broken.

22. The words *bring in* in line 1, are closest in meaning to
    (A) invite
    (B) train
    (C) hire
    (D) meet

23. The word *codes* in line 3, is closest in meaning to
    (A) rules
    (B) lessons
    (C) mistakes
    (D) types

LIVEWORKSHEETS