

GET READY!

1- Before you read the passage, talk about these questions:

a) When might you have to end a conversation before someone has finished talking?
b) What are some phrases people can use to end a conversation politely?

READING

Angie's Advice *by: Angie Andrews*

Dear Chatty Colleague,

Everyone has a colleague that can talk too much. These "little chats" can take up a lot of time. It is always hard to end the conversation without being rude, but there are some things you can do to improve the situation. Here are some polite phrases to help you in the future.

- Anyway, I'd better run.
- I should get back to work now.
- I'm afraid I'm very busy at the moment. Can we talk later?
- Unfortunately, I don't have the time.

All these phrases signal the end of a conversation, so hopefully your talkative co-worker will let you return to work. Remember to always keep a polite tone, so you don't cause hurt feelings. Good luck!

2 Listen and read this excerpt from an advice column. Then, choose the correct answers. How many ways does it give to end a conversation?

- 1 What is the main idea of the advice column?
A how to politely exit a conversation
B the proper time for certain conversations
C ways to improve conversations with co-workers
D types of conversations not to have at work
- 2 According to the passage, what action will prevent a co-worker from feeling bad?
A returning to work
B talking to someone later
C speaking in the correct tone
D ending a conversation quickly
- 3 According to the passage, which is NOT true?
A Small talk at work can cost a lot of time.
B Ending a conversation can cause hurt feelings.
C Most offices have a person who talks a lot.
D It is rude to end a conversation with a co-worker.

VOCABULARY

3 Write a word that is similar in meaning to the underlined part.

- 1 The salesman was impolite and unfriendly.
--- e
- 2 John needs to return to work.
--- a ---
- 3 Patrick should leave now or he will be late.
b t --- n
- 4 Knowing a few foreign groups of words is useful when traveling.
p ----- s
- 5 Too much conversation at work uses a lot of time.
--- e - --

4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

busy tone hurt someone's feelings
unfortunately afraid have a lot of time

- 1 _____, Jim will not be attending the meeting.
- 2 Ms. Baker isn't polite and is going to _____.
3 The businessmen _____ because their plane is late.
- 4 The office is _____ since there are many people working.
- 5 Mr. Fox is _____ that he'll be late.
- 6 Use the right _____ of voice in work conversations.

LISTENING

5 Listen to a conversation between two colleagues. Mark the following statements as true (T) or false (F).

- 1 The man recently took a trip.
- 2 The woman tries to end the conversation.
- 3 The speakers plan to talk the next day.

6 Listen again and complete the conversation.

Colleague 1: Hey John! How are you? How was your 1 _____?
Colleague 2: Oh, hi Susan. It was wonderful. Aruba is 2 _____.
Colleague 1: Wow! I want to go to the Caribbean. Was the weather nice?
Colleague 2: Yes, the weather was fantastic. And the people are very 3 _____.
Colleague 1: Great. Tell me more. Was it 4 _____?
Colleague 2: Well, I'm afraid I'm really busy at the moment. Can we talk 5 _____?
Colleague 1: Sure, no 6 _____.
Colleague 2: Okay. See you then.