

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.