

Practically speaking | How to use sequencing words

1 ▶ 4.3 Listen to how the robots at Staples do their job. Number the stages a–e in the correct order 1–5.

- a ___ the person takes the correct items for the order
- b 1 the warehouse computer receives customer orders
- c ___ the robot returns the box and starts again
- d ___ the robot finds the box and delivers it to a human co-worker
- e ___ the computer tells a robot to find the correct box

2 ▶ 4.3 Listen again and match the words below to the five stages a–e in **1**.

Example: First of all, the warehouse computer receives customer orders.

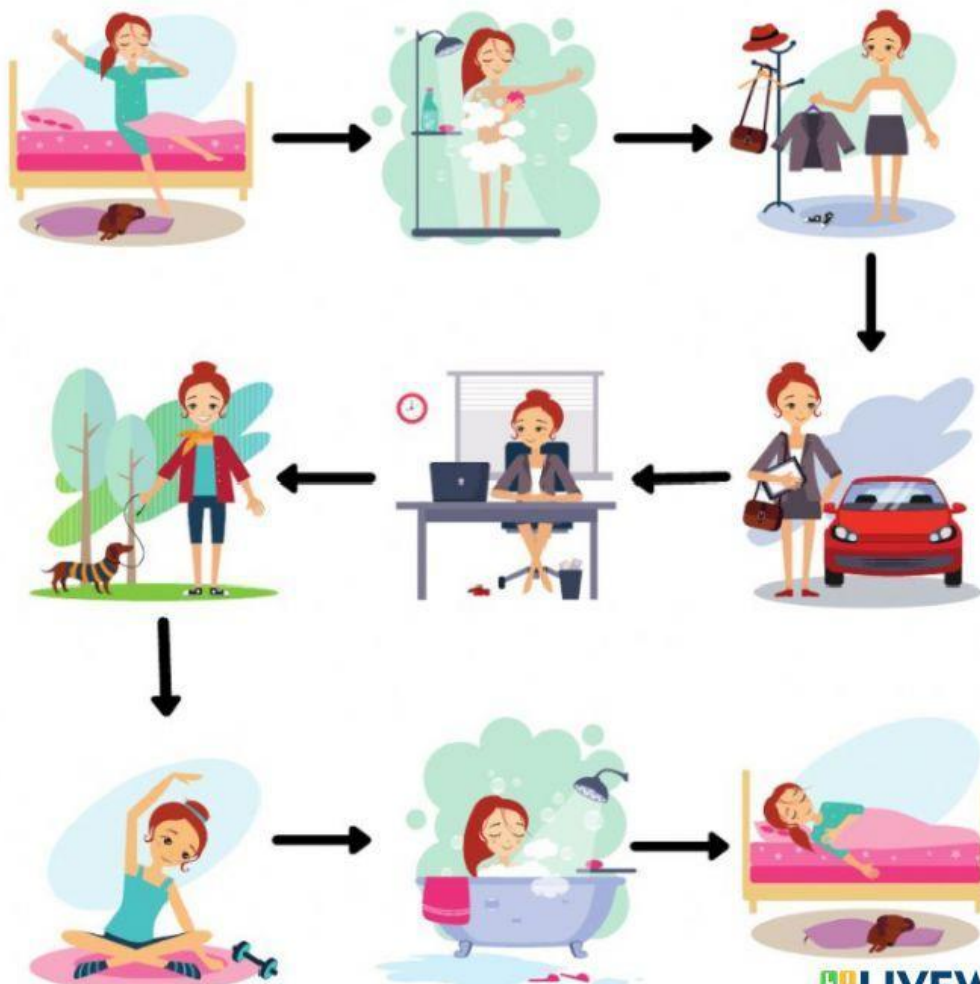
first of all b finally ___ after that ___ then ___ next ___

3 Think of stages for a process at work or your typical day. Tell your partner the stages with the sequencing words in **2**.

*Example: First of all, I check emails. Then, I send new orders to the warehouse.
Next, I ...*

SARAH'S DAILY ROUTINE

According to the pictures given, continue the essay about Sarah's daily routine. Your essay must not exceed 500 words. You may use the sequence words provided.



A. Read the instructions for making ice cream. Number the steps 1 to 5 and underline the words that show the order.

- Next, put the mixture in a freezer-safe container and chill it in the freezer for about an hour.
- Finally, cover the ice cream and freeze it overnight.
- First, mix cream, sugar, and your flavours in a bowl.
- When the ice cream is like soft serve ice cream, stir in your mix-ins. (Soft serve ice cream is the kind of ice cream you get at fast food restaurants.)
- Once it has been chilled, stir the ice cream by hand or with a mixer and put it back in the freezer. Repeat this step every 30 minutes for 2-3 hours.



B. Sort the sequence words into groups.

Then Once Second(ly) Finally Next Third(ly) After that Last(ly) When First(ly)

Start	Next step	Conditions	End

D. Complete the instructions with sequencing words from the worksheet.

-, remove the seed from a ripe avocado fruit and clean it off.
-, insert three toothpicks into the narrow top half of the seed and place it on top of a glass of room-temperature water. The bottom two to three centimeters of the avocado should be in the water, but the top should be dry.
-, place the seed in a sunny place (but out of direct sunlight).
Change the water every day until the plant develops root and a shoot, which will take two to eight weeks.
- is 17 to 18 centimeters tall, trim it back to seven centimeters.
- has grown leaves on top again, plant your avocado in a 15 centimeter pot with sandy potting soil.
-, water your avocado tree generously. Let the soil dry completely before watering again.



E. Write your own instructions for any procedure you like, using the sequence words provided.



Key expressions

Asking for help

Can you help me?
Can you give me a hand?
How do I ...?
I don't know how to ...

Responding to a request for help

Yes, of course.
Sure.

Offering help

Can I help?
Do you want/need a hand?

Responding to offers

Yes, please.
That would be great.
No, I'm OK, thanks.

Responding to thanks

You're welcome.

Business communication | Asking for and offering help

- 1 Do you share files at work? How do you share them? Do you use file-sharing systems like Dropbox, Hightail, Google Drive, etc? What problems do you have when you share files?
- 2 ▶ 4.4 Listen to two colleagues, Nathan and Melissa. Underline the correct words in *italics*.
 - 1 Nathan can't *log in to* / *log out of* his company's file-sharing system.
 - 2 The password uses *lower-case letters* / *UPPER-CASE LETTERS*.
 - 3 Nathan can't find the *meetings* / *project* folder.
 - 4 Nathan *finds* / *doesn't find* the folder by using the search box.
 - 5 You need to *log in* / *accept an invitation* to share the folder.
 - 6 Nathan finds the email invitation in *his inbox* / *the file-sharing system*.
 - 7 Nathan clicks on *view folder* / *share folder*.
 - 8 Nathan *can* / *can't* see the folder now.
- 3 ▶ 4.4 Listen again. Number the expressions a–j in the order you hear them 1–10.
 - a Yes, of course. ____
 - b Do you want a hand? ____
 - c Can you help me? ____
 - d That would be great, thanks. ____
 - e I don't know how to do that. ____
 - f Sure. ____
 - g How do I do that? ____
 - h Yes, please. ____
 - i Can I help? 1
 - j Can you give me a hand? ____
- 4 Work with a partner. Are the expressions in 3 asking for help (A), offering help (O) or responding (R)? Write the letter next to the expression.
Example: Can you help me? A

<https://docs.google.com/document/d/1jKTYD25qY1YY9DnHfUKdZgLkQoUWFT1WzB7EdVjaJp8/edit?usp=sharing>

- 5** You have a list of technical problems below. Move around the class and ask different people for help. Use the key expressions to find someone who can help you to:
- log in to your company's Internet/intranet
 - download an app to your tablet
 - share a large file with a group of people
 - access a list of contacts at work
 - use the projector with your laptop
 - connect your smartphone to your computer
- 6** Work with a partner. Make a list of some other things you need help with at work. Then join another group and ask them for help.