ESL Brains

In the office

A1/A2

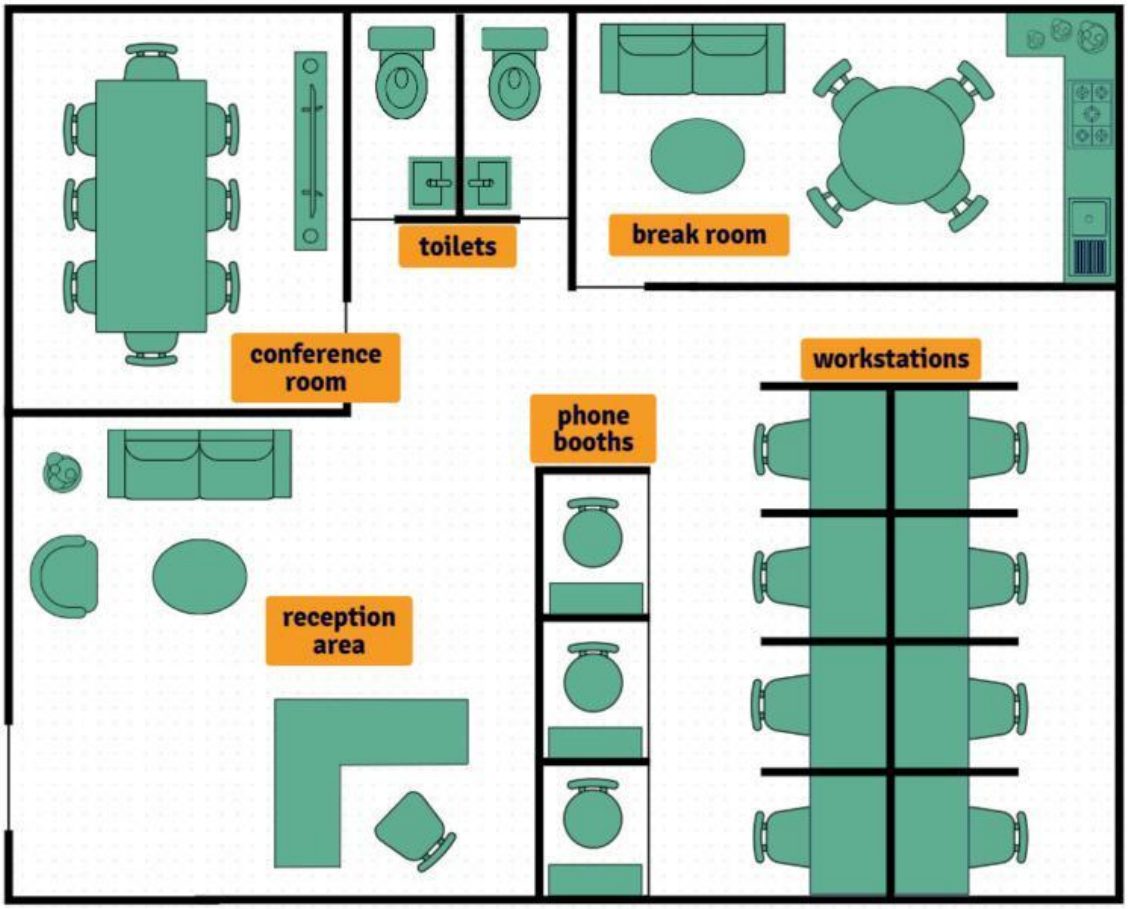
1. List five things people usually do in the office. Use the picture to think of ideas.

T If students struggle, suggest verbs to elicit phrases, e.g. answer (calls), write (emails), have (meetings), read (documents) and talk to (clients).

2. Look at the office plan and say five things about the office.

EXAMPLE: *The reception area is very big. There is a table with four chairs in the break room. The toilets are next to the conference room...*

T You can turn the task into a game: in pairs, students each mention a detail about the office. They can't repeat what was said before. The student who cannot add any new information loses.



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3. Read the texts (A–F) and match them with the six parts of the office in the plan in ex. 2.

T You can also ask students which part of each text helped them do the matching.

A. Come here to have lunch, make a cup of tea or simply chat with a colleague. This is a place to relax before you go back to work. break room

B. When you want to arrange a meeting, it's a good idea to book the room first to make sure it's empty and ready to use. Up to eight people can have a meeting here. conference room

C. This place is very quiet when you close the door, but only one person can sit inside. Use one of them when you need to answer a call. Please don't stay here for more than 60 minutes. phone booth

D. Employees do their work tasks here: they reply to emails or prepare reports. Some employees say it is loud but others like having a desk next to their colleagues. workstations

E. You can wash your hands or brush your hair in these small rooms. toilets

F. When clients come into the office, this is the first place they see. They can sit on the sofa and wait for the person they are meeting. This is also the place where you can print a document. reception area

4. Answer the questions about the places in ex. 3.

Which room or part of the office:

- can you only use if you do something important before? conference room – You have to book it.
- do people have different opinions about? workstations – Some employees think it is loud but others like having a desk next to their colleagues.
- can you not spend the whole day in? phone booth – You can only spend 60 minutes in there.
- is the place where you can meet people who are not your colleagues? reception area – Clients sit there.
- can you use to make yourself look good? toilets – You can brush your hair here.
- can you drink something in? break room – You can make a cup of tea here.

5. Think of a situation for which the option on the left is better. Then, think of a situation for which the option on the right is better.

EXAMPLE:

working in a phone booth	**or**	working at a workstation

*Working in a phone booth **is better if** you need to do a difficult work task and you need to focus. It's also better if you need to answer a call. Working at a workstation **is better if** you want to ask your colleagues questions or do work tasks together.*

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having one big break room in the office	or	having many small break rooms in the office
having one big conference room	or	having many small conference rooms
having a reception area	or	not having a reception area
having one phone booth for everyone in the office	or	not having a phone booth in the office

6. Look at parts of the texts about the office. For each phrase in bold, choose the picture that shows its meaning.

A. Come to the break room to have lunch, make a cup of tea or simply **chat with a colleague**. 2

1.

2.

B. When you want to arrange a meeting, always remember to **book the room** to make sure it's empty and ready to use. 1

1.

2.

C. Employees do their work tasks at the workstations: they reply to emails or **prepare reports**. 2

1.

2.

D. The reception area is also the place where you can **print a document**. 1

1.

2.

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T You can also ask students what the other pictures could represent. Possible answers: A. talk with your business partners; B. clean the room; C. give a presentation; D. read a document

7. Answer the questions.

EXAMPLE: *I chatted with a colleague last week. We talked about our families. He has a partner and two sons. I told him about my sister.*

- When was the last time you
  - chatted with a colleague, your boss or a friend?
  - printed a document or a photo?
  - booked a room, a ticket, or a table in a restaurant?
  - prepared a report or a presentation?

8. Listen to a recording [https://youtu.be/C3AeUARNDXM] in which two employees have a conversation in the office from ex. 2. Then, write down two things you learned about this office and the people in it.

Possible answers: There's a new employee at the office. You can book the conference room online. You can print photos in the reception area.

9. Look at part of the conversation and guess which two words are missing in each gap. Then, listen to the recording again and check your answers.

a: I have a call with a customer tomorrow, but it can be very loud at the workstations. Where (A) can I have a quiet conversation?

b: (B) You can use one of the phone booths.

a: Where are they?

b: There are three phone booths next to (C) the workstations.

a: I see. And can I also use the conference room?

b: Yes, but you need to (D) book it first.

a: How can I do that?

b: Go online and choose the (E) conference room in the calendar.

a: Perfect, thanks! Just one more thing – where can I (F) print a document?

b: You can do that in the (G) reception area.

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10. Cover the dialogue in ex. 9 and listen to the recording again. Your teacher will stop the recording from time to time. Answer the question you heard before the recording stopped.

T Stop the recording after the first question asked by person 'a' in ex. 9 and wait for students to try to answer the question using their own words. Then, continue with the rest of the questions.

11. Imagine you work at the same office as the people in the recording. Work in pairs. Your teacher will give you cards with questions. Student A, read the first question to Student B and wait for their answer. Say if the answer is correct. Then, take turns asking and answering the rest of the questions.

T You will find the cards towards the end of the worksheet. Print them, cut them up and hand them out to your students.

Tell students that if they're not sure an answer is correct, they can check the office plan in ex. 2 and part of the conversation in ex. 9.

Student A: 1. You can do that in a phone booth. 2. You can do that in the conference room. 3. Go online and choose the conference room in the calendar. 4. It's next to the conference room. Student B: You can do that at the workstation. 2. They're next to the break room. 3. There are eight workstations. 4. You can do that in the break room.

T **This worksheet includes an additional task that you can use as homework or revision.** It's only available in the teacher's version of the worksheet. The task with the answer key is below, while the students' version is on the last page. Print it, cut it up and hand it out to your students.

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In the office

A1/A2

Complete the gaps with the words in the boxes. Then, match the sentences (A–D) with what happened next (1–4).

book	chat	prepare	print

A. Elsa wanted to chat to her colleague. 3

B. It took me two weeks to prepare a report for my clients. 1

C. Amir wanted to book a phone booth for the afternoon. 4

D. Marco decided to print photos of his employees. 2

conference	reception	room	workstation

1. Yesterday, we went to the conference room to discuss it.
2. He used them to decorate the reception area.
3. They went to the break room because they also wanted some coffee.
4. There weren't any available, so he worked at his workstation instead.

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In the office

EXERCISE 11

Student A	Student B
1. Where can I answer an important call?	1. Where can I prepare a report?
2. Where can I have a meeting?	2. Where are the toilets?
3. How can I book the conference room?	3. How many workstations are there?
4. Where is the reception area?	4. Where can I chat with my colleagues?

Student A	Student B
1. Where can I answer an important call?	1. Where can I prepare a report?
2. Where can I have a meeting?	2. Where are the toilets?
3. How can I book the conference room?	3. How many workstations are there?
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2. Where can I have a meeting?	2. Where are the toilets?
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Complete the gaps with the words in the boxes. Then, match the sentences (A–D) with what happened next (1–4).

book	chat	prepare	print

A. Elsa wanted to _____ to her colleague.

B. It took me two weeks to _____ a report for my clients.

C. Amir wanted to _____ a phone booth for the afternoon.

D. Marco decided to _____ photos of his employees.

conference	reception	room	workstation

1. Yesterday, we went to the _____ room to discuss it.
2. He used them to decorate the _____ area.
3. They went to the break _____ because they also wanted some coffee.
4. There weren't any available, so he worked at his _____ instead.

Complete the gaps with the words in the boxes. Then, match the sentences (A–D) with what happened next (1–4).

book	chat	prepare	print

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