

EASY at Work: Service & Hospitality

Unit 14, Lesson 1: Lesson Script

Teresa The Motor Vehicle Department sent Sergei's driving report.
Mr. Martinez Does he have a clean record?
Teresa Well, he got one parking ticket.
Teresa But he has no other tickets and no accidents.
Mr. Martinez That's good. Did you get the report from the lab?
Teresa Yes, his drug test was clean. He has good references. What do you think?
Mr. Martinez I think he will make a good employee.
Teresa I agree. Let's hire him.
Teresa Congratulations, Sergei. You can start two weeks from next Tuesday.
Teresa You'll start on the swing shift.
Sergei That will be a change. What are the hours?
Teresa The swing shift starts at 4:00 p.m. and ends at 12:00 midnight.
Sergei Will I have to work overtime?
Teresa You might have to work late sometimes. We'll pay you extra for overtime. Is that a problem?
Sergei No, not at all. Which nights will I work?
Teresa You'll be working Tuesday through Saturday. Sunday and Monday are going to be your days off.
Teresa Now, let's do this paperwork.
Teresa Here is your W-4. I need it to figure out how much to withhold from your wages for taxes.
Sergei Does the W-4 show how much income tax you'll take out of my paycheck?
Teresa Yes. And here is some information about your benefits.
Sergei Benefits? Do you mean medical insurance?
Teresa Yes. We have a medical plan for all of our full time employees.
Sergei That's wonderful.
Teresa You also get paid sick leave.
Sergei You mean, I'll get paid if I'm sick and need a day off?
Teresa Yes, you get up to five paid sick days a year.
Teresa Then after one year, you'll also get five paid vacation days.
Sergei Man, I'm really moving up!
Teresa Yes, you are. We also have continuing education workshops.
Sergei What do you teach?
Teresa Let's see. The workplace safety class is next month.
Teresa We have a money management class and there's a real estate workshop in the spring.
Teresa And of course, English lessons.

Sergei Wow. You can help me learn all of this? What a great company!

Teresa Yes. Hi Bill, this is Sergei. He's the new custodian on the evening shift.

Bill Welcome to the Baker team.

Teresa Bill is our union representative.

Bill If you have any questions about the union, you can meet me at break time. Or you can call me.

Sergei OK. I have some questions about union dues.

Bill The dues come out of your paycheck every month.

Bill This information helps explain how we use the money.

Bill I post all union news in the employee lounge. OK?

Bill Call me if you have any questions. See you later.

Sergei OK. I will. Thanks for the information. And thank you again.

Teresa Thank you.

Sergei Goodbye.

Teresa Goodbye.

Sergei How is my driving record?

Teresa You have a clean driving record.

Sergei How was my drug test?

Teresa It was clean. You don't take drugs.

Sergei Where is the union bulletin board?

Teresa It's in the employee lounge.

Sergei When can I talk about the union?

Teresa At break time.

Sergei What are these forms for?

Teresa They are forms for work.

Sergei What is a W-4 form?

Teresa The W-4 is an income tax form.

Sergei What days will I have off?

Teresa You'll have Sunday and Monday off.

Sergei Will I go to work on Mondays?

Teresa No, you'll have Mondays off.

Unit 14, Lesson 1: Vocabulary & Phrases

motor vehicle department

parking ticket

Saturday

Sunday

Monday

paperwork

W-4

team

union representative

break time

employee lounge

paycheck

a good job offer

list your references

union

join a union

dues

pay one's dues

pay your dues

wages

paycheck

withhold taxes

swing shift

What are the hours?

Is that a problem?

If you have any questions, call me.

You might have to work nights.

Unit 14, Lesson 1: Conversation Practice 1 of 2

Sergei Really? You're giving me the job?
Teresa Yes, you're qualified. I need you to come in and do paperwork.
Sergei I can come in later this afternoon.
Teresa No, I'm sorry. This afternoon doesn't work for me.
Sergei How about tomorrow morning?
Teresa Yes, that would be better. Is 9:30 good for you?
Sergei Sure, 9:30 is fine with me.
Teresa I'll see you tomorrow morning.

Unit 14, Lesson 1: Conversation Practice 2 of 2

Mr. Martinez Sergei is going to talk about working shifts. Let's see.
Mr. Martinez Are you looking for a full-time or part-time job?
Sergei A full-time job.
Mr. Martinez Can you work the day shift?
Sergei Yes, but what are the hours?
Mr. Martinez The day shift starts at 6:00 in the morning and ends at 4:00 p.m.
Sergei Those are long hours.
Mr. Martinez Yes, but you only work four days a week.
Sergei That's OK. I'm flexible.
Mr. Martinez Can you work a swing shift?
Sergei What's the swing shift?
Mr. Martinez Swing shift is from 4 p.m. to midnight.
Sergei That would be OK, but I will have to work it out with my family.
Mr. Martinez Sometimes we need you to do a split shift. Is that OK?
Sergei Does that mean I work for four hours, go home and then come back for a later shift?
Mr. Martinez Yes.
Mr. Martinez Can you work the graveyard shift?
Sergei When is that?
Mr. Martinez That's from 11 p.m. until 8:00 in the morning.
Sergei Yes, I guess I could work graveyards if you need me to.
Mr. Martinez Good. Now sometimes we may also ask you to work overtime at the last minute.
Sergei I understand. I want to help and be a team player.

Unit 14, Lesson 2: Lesson Script

Teresa Excuse me, sir. Wait a minute.
Phil Bates Yes. What can I do for you?
Teresa You dropped your credit card. You don't want to lose this.
Phil Bates No, I don't ... I...
Phil Bates Why thank you. Would you like to go get some coffee with me?
Teresa Yes, I would love that. Thanks.
Phil Bates Oh, that's wonderful. Thank you. How about we, uh, go get some lunch?
Teresa Sure, that would be great. Thanks for asking.
Phil Bates No, no, you don't need to thank me. How about a movie tonight?
Teresa A movie sounds like fun. Thanks again.
Phil Bates No thanks needed. How about dinner on Friday night?
Teresa Dinner? This Friday? Oh that sounds wonderful. Thanks for the invitation.
Phil Bates You should stop thanking me, my dear. What are you doing on Sunday, I'd like you to meet my parents.
Teresa Meet your parents?
Phil Bates Oh...um...Thank you.
Teresa Phil Bates. The Phil Bates?
Teresa Phil Bates. The Cell Phone Genius. He's so shy and disorganized.
Phil Bates What did I do?
Teresa You dropped your credit card.
Teresa What am I doing?
Phil Bates You're picking up the credit card.
Teresa Who found the card?
Phil Bates Teresa found the card.
Teresa Where did I find it?
Phil Bates You found it on the floor.
Phil Bates Why can't I talk to Teresa?
Teresa Because you're very shy.
Phil Bates Would I like to have coffee with Teresa?
Teresa Yes, you would like to have coffee with me.

Unit 14, Lesson 2: Vocabulary & Phrases

coffee

lunch

movie

dinner

That would be great.

How about a movie?

How about dinner?

That sounds like a good idea.

Can I invite you?

Please join us.

That's a wonderful invitation.

I'm shy.

Unit 14, Lesson 2: Conversation Practice

Teresa Here are some ways to ask someone out on a date or just to get together.
Teresa Would you like to have coffee with me?
Phil Bates You mean right now?
Phil Bates Or when do you want to meet?
Phil Bates How about a drink after work?
Teresa I get off at 6 p.m. but I'm busy tonight.
Teresa How about tomorrow?
Phil Bates What are you doing after work?
Teresa Are you asking me out?
Phil Bates Well, yes.
Phil Bates Would you like to have dinner?
Teresa I'm sorry, we're not supposed to date the guests.
Phil Bates Can I walk with you to the bus?
Teresa Oh, that would be nice. It's only a couple of blocks.
Phil Bates Would you like to catch a movie with me?
Teresa Sure. I can go after 7:00.
Teresa Do you want to meet me here or at the theater?
Phil Bates What are you doing this weekend?
Teresa I'm off Saturday. What did you have in mind?
Phil Bates Come to a party with me.
Phil Bates It's for business but come and meet some of my friends and partners.
Teresa OK.

Unit 14, Lesson 3: Lesson Script

Sergei Good morning.
Araya Good morning. I'm Araya, the Chief Engineer here.
Sergei Nice to meet you. I'm Sergei Dyvok.
Araya I'll show you the ropes.
Sergei The ropes?
Araya That means, I'll show you the job schedule and the daily checklist of tasks.
Sergei Great. Show me the ropes!
Araya This is a good place to work. Follow the rules and you'll do fine.
Sergei Which rules?
Araya One rule is to call in if you're sick or late. They fired the last guy because he didn't call in.
Sergei They fired him?
Araya Well, he wasn't very reliable. He didn't call in.
Sergei Who do I call if I don't feel well?
Araya I'm your supervisor. Call me if you can't come in.
Sergei Will you find someone to cover my shift?
Araya Yes, I have to get someone to do the work. So always call me early.
Araya Here are my numbers. Call the office or my cell phone. I'll answer one of them.
Sergei Do you have voice mail?
Araya Yes, you can leave a message if I don't answer. I'll return the call as soon as I can.
Sergei Don't worry, I won't forget.
Sergei I'm sick. I can't go to work. I need to call Araya. Where is that card?
Voicemail Hello, welcome to the Baker Resort Hotel.
Voicemail For reservations, please press 1, for directions, please press 2.
Voicemail If you know your party's extension, press star.
Sergei Press star.
Voicemail Key in the extension number now.
Sergei Araya's extension is 1369.
Voicemail This is the voice mail box for Araya Lam, Maintenance. Please leave a message after the beep.
Sergei Hello Araya, This is Sergei. I can't come to work today. I'm not well.
Sergei Call me at 555-5432. That's 555-5432. Goodbye.
Sergei I'll try his cell phone. Maybe he'll answer it.
Araya Good morning, Maintenance.
Sergei Hello Araya, this is Sergei Dyvok. I wish it were a good morning. I'm not feeling well.
Araya What's the matter? Are you sick?

Sergei I think I have the flu. I can't work today.
Araya You should stay home. I'll call a substitute for you.
Sergei Thank you. I think Tim can take the shift.
Araya Good idea. I'll call him first. Get some rest and we'll see you soon.
Sergei I'll call if I'm not better by tomorrow.
Araya OK. Thanks. Get well.
Sergei What must I do if I can't come to work?
Araya You must call in if you can't come to work.
Sergei Who do I have to call?
Araya You have to call your supervisor.
Sergei Why did they fire a custodian?
Araya They fired him because he didn't call in.
Araya Why do you have to call me early?
Sergei Because you need to find another custodian to do the work.

Unit 14, Lesson 3: Vocabulary & Phrases

chief engineer

job schedule

daily checklist

tasks

rules

supervisor

shift

numbers

office

cell phone

operator

mailbox

flu

sick

Nice to meet you.

You'll do fine.

Will you find someone?

Please leave a message.

I can't work.

You should stay home.

Unit 14, Lesson 3: Conversation Practice 1 of 2

Sergei Who do I call if I'm sick or late?
Araya Always call your manager if you're out sick or going to be late.
Sergei So, I call you, if I'm sick?
Sergei What's your number?
Araya You call the hotel's main number and ask for me at extension 1369.
Sergei Let's role play...
Araya OK.
Sergei Hello Araya, this is Sergei Dyvok. I'm not feeling well.
Araya What's the matter?
Sergei I need to take a sick day. I have the flu.
Araya You should stay home. We don't want anyone with the flu at work.
Sergei Can you call a substitute for me? I think Tim can take the shift.
Araya Good idea. I'll call him first.
Sergei Why is it important to call early when I miss work?
Araya It's important because I need to get someone to do your work that day.
Sergei Who should I call if I can't come to work?
Araya You need to call your manager if you're going to be absent.

Unit 14, Lesson 3: Conversation Practice 2 of 2

Teresa Asking for permission is important when you are dealing with people. Watch.
Teresa Is it OK if we call you by your first name?
Sergei Yes. Please call me Sergei.
Sergei May I call you Teresa?
Teresa That's fine.
Sergei Is it OK to use first names with other employees in the hotel?
Teresa Well, it depends on the person.
Teresa Mrs. Stevens, our general manager, likes to be called Mrs. Stevens.
Teresa Always use last names until you know it's OK to use someone's first name.
Sergei And of course I would never call a customer by their first name.
Teresa That's correct. We always address customers by the last name.
Teresa If you don't know their last name then use sir or ma'am or miss. Even with kids.
Teresa It makes them feel special.
Sergei Is it OK to call in sick?
Teresa If you are really sick then you should not come to work.
Teresa But you must call in as soon as possible to let us know.
Sergei Is it OK to come in late?
Teresa No. It's never OK to come in late.
Sergei What happens if there's been an accident?
Teresa If there is an emergency and you're going to be late,
Teresa then you have to call to let us know.
Sergei Am I allowed to make my own schedule?
Teresa No, you have to follow the schedule the supervisor sets up for you.
Sergei Hey Araya, can I leave early tomorrow?
Sergei I have a doctor's appointment.
Araya Yes, I suppose. What time?
Sergei About an hour early.
Araya Yes, that's OK. But next time try to go on your day off.
Sergei OK, thanks. I will do that next time.
Sergei Hey, Araya. Is it OK if I borrow some tools from the toolbox?
Araya Yes. That's what they're there for.
Araya Just make sure you sign them out.
Araya And make sure you bring them back and check them in.
Sergei Araya, is it OK if I switch shifts with Ray on Tuesday?

Sergei
Araya

I asked him and he said he could do it if it's OK with you.
Yes. That's fine. Just mark it on the board for me.

Unit 14, Lesson 4: Lesson Script

Araya OK. Fold up those chairs.
Sergei I'll fold them up and put them on the cart.
Araya Then we'll take down that table.
Sergei Help me lift the table and put it on the cart.
Araya You pick up the trash. I'll get the vacuum cleaner and vacuum.
Araya The restroom must be spotless.
Sergei I know. We'll clean and disinfect it.
Araya First, let's check the soap and paper towel dispensers. Are they full?
Araya Looks like there's a light out.
Sergei This one's empty. We need paper towels here.
Araya Here's the key to the dispenser. Unlock it and open it up.
Sergei Are there more paper towels in the cart?
Araya I don't know. You stocked the cart. Did you forget them?
Sergei I think so. Where can I get some?
Araya Check the supply closet down the hall.
Sergei OK. Do you need anything else?
Araya Yes, bring the broom and the dustpan. I want to sweep the stalls before we mop.
Araya While you do that, I'll check the soap dispensers.
Sergei Here's the broom and the dust pan.
Araya You finish filling the paper towel dispenser and I'll sweep up.
Sergei I'll get the cleaner and wipe down the counters and sinks.
Araya Use the sponge.
Sergei Which one do we use?
Araya Use the sanitizer. Protect your hands when you use this stuff. Put on your gloves.
Araya This is the disinfectant we use when we mop the floor.
Sergei OK.
Araya We'll finish mopping the floor on the way out.
Araya You need to unload those heavy boxes.
Sergei You want these off the truck?
Araya Yes. They're heavy. So be careful with your back.
Sergei Don't worry. I always wear a support belt, and I lift with my legs.
Sergei See, my back is straight and I use a dolly. Where do you want these?
Araya Stack them there. Then you need to load this stack onto the truck.
Sergei What is this?

Araya
Sergei
Araya
Sergei
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Sergei
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Sergei
Araya
Sergei
Araya
Sergei
Araya
Sergei
Araya

That's a folding chair.
What am I doing?
You're unfolding the chair.
What am I doing?
You're folding up the chair.
What are these?
Those are keys.
Is this padlock locked or unlocked?
It's unlocked.
What did I do?
You locked the padlock.
What is this?
That's a mop.
What am I doing?
You're mopping the floor.
Is this a mop?
No, it isn't a mop. It's a dolly.

Unit 14, Lesson 4: Vocabulary & Phrases

unfold

set up

take down

disinfectant

spotless

sanitize

protect

gloves

disinfect

a bottle of disinfectant

The glass is spotless.

disinfect the restroom

This one's empty.

Did you forget?

Do you need anything else?

Where do you want these?

What am I doing?

What are these?

What did I do?

Unit 14, Lesson 4: Conversation Practice

Araya Watch Sergei follow orders and requests.
Araya Let's get that trash cleaned up.
Sergei No problem. I'll pick it up it right now.
Araya That floor needs polishing.
Sergei Give me a minute. I'll get the buffer.
Araya Can you polish the lobby floor this evening?
Sergei The buffer is broken. I need to fix it.
Sergei Can I do it tomorrow?
Araya The hostess told me the restroom needs restocking.
Sergei OK, I'll do that now and sanitize it also.
Araya Make sure you check off on the schedule that you did it.
Sergei No problem.
Araya Can you help me unload this truck?
Sergei Sure. I'll give you a hand.

Unit 14, Lesson 5: Lesson Script

Sergei That light is out.
Araya We need to change it. Here's the ladder. You climb up.
Sergei Hold it steady.
Araya I am, don't worry you won't fall. Take out the old bulb.
Sergei I took it out. Here it is.
Sergei Hand me the new bulb.
Araya Are you finished yet?
Sergei Yes. Check the light. See if it works?
Araya It works. Climb on down. That's it. It's fixed.
Sergei This faucet is leaking. I need to replace the washer.
Araya Turn the water off under the sink.
Sergei Give me a screwdriver and a wrench. I need to fix this.
Araya Which screwdriver do you want? Phillips or flathead?
Sergei A flathead screwdriver will work.
Araya That weather strip is bent. You got a hammer? I can repair it.
Sergei Here's the hammer. Do you need some nails too?
Araya No.
Sergei This tub needs caulking.
Araya I have a tube of caulk on the cart.
Sergei Get it and the caulking gun, and I'll caulk it.
Araya The paint is peeling here.
Sergei Here's the paint and a brush.
Araya Thanks. Then you can paint it.
Sergei I guess that means me, again.
Sergei Is this a chair?
Araya No, that isn't a chair. That's a ladder.
Sergei Can I climb a ladder?
Araya Yes, you can climb a ladder.
Sergei Did I climb on a chair to change the light?
Araya No, you didn't climb on the chair. You climbed up the ladder.
Sergei What's this?
Araya That's a hammer.
Sergei What are these?
Araya Those are screws.

Sergei

Araya

Sergei

Araya

Why did we change the light bulb?

We changed it because it burned out.

Is this a screwdriver?

No, that isn't a screwdriver. That's a light bulb.

Unit 14, Lesson 5: Vocabulary & Phrases

faucet

leak

fix the leak

washer

tube of caulk

caulking gun

paint

paint

brush

Phillips screwdriver

slotted

unscrew

screw in

light bulb

burned out

hammer

nails

Turn the faucet.

Change the washer.

You climb up.

Hold it steady.

Don't worry.

Here it is.

Are you finished yet?

I need to fix this.

Which do you want?

Unit 14, Lesson 5: Conversation Practice 1 of 2

Araya Sergei, we need to change some bulbs in the lobby.
Sergei Can I do that by myself?
Araya No, you can't.
Araya For safety reasons it's better to have two people when we use the big ladder.
Araya Also it goes faster.
Sergei OK, what do we need?
Araya Well, we need the big ladder, an extension pole and the box of bulbs.
Sergei What size bulbs do we need?
Araya There are spots and bulbs for the chandeliers. I already put a bunch into the box.
Sergei OK. I'll get the equipment.

Unit 14, Lesson 5: Conversation Practice 2 of 2

Sergei That fixture needs a new light bulb.
Araya Here's the ladder.
Araya Climb up there. I'll hold the ladder for you.
Sergei Hold the ladder steady. I don't want to fall.
Araya Don't worry. You're not going to fall.
Sergei Hold the ladder still. I'm going to climb down.
Araya Climb down now so we can put this stuff away.
Araya Thanks for helping.
Sergei I can't undo this faucet.
Araya You should try some WD-40 on it.
Araya Here, this should loosen it.
Sergei It's loose. I can unscrew it now.
Sergei Araya, there's a broken toilet in the lobby men's room.
Sergei What should I do?
Araya It could be a bad flush valve.
Araya I would get a valve repair kit and replace the parts.
Sergei OK, where would I find the valve repair kit?
Araya It should be in the plumbing parts cabinet.