

EASY at Work: Service & Hospitality

Unit 15, Lesson 1: Lesson Script

Teresa OK, let's get started. Safety is no accident. Why is safety at work important?

Irene We don't want anyone to get hurt.

Araya We don't want any accidents.

Teresa Do you know what to say and do when there is an accident?

Araya I think so.

Araya Please, be careful. Watch your step.

Araya Oh my goodness! Are you all right?

Mr. Brown Yes, I think so. I just slipped and fell.

Araya Did you hurt yourself? Let me help you up.

Mr. Brown Oh no, I'm OK. I'm not hurt. I'm just embarrassed.

Araya Here, sit here for a minute. Make sure you're OK.

Araya I need to fill out an accident report.

Araya I'm going to need your name and your telephone number.

Araya I'm going to report this to my supervisor right away.

Araya Are you sure you're all right?

Teresa You said the right thing, Araya. You helped him. You took care of the guest.

Teresa Now, Let's look at this. Let's talk about what not to say after an accident.

Sergei One time I said the wrong things.

Sergei Look out. Watch your step here.

Mr. Flores Ouch, ouch! ... I tripped over your tools.

Sergei I'm sorry.

Mr. Flores I wasn't paying attention.

Sergei I'm sorry, it's all my fault. I left my tools out. Are you OK?

Mr. Flores I hurt my ankle.

Sergei Don't worry. The resort has good insurance. They have full coverage.

Mr. Flores Get your supervisor. I want to report this accident.

Teresa What did Sergei do wrong?

Teresa Do not say the accident is our fault.

Teresa Do not say that the hotel will pay for everything.

Teresa First, we have to tell the insurance company, then they will decide if it is our fault.

Araya Did that gentleman file an insurance claim?

Teresa Yes. We paid for a doctor's visit. He was a very honest man. Not everyone is honest.

Teresa Now, what can we do to stop these accidents?

Araya Put caution signs out when the floor is wet.
Irene Always wipe up spills. Wet floors are very slippery.
Araya Put extra mats by the doors on rainy days.
Sergei Always pick up tools. Keep walkways clear.
Irene Be careful around electrical cords.
Araya Make sure rugs and mats are smooth.
Teresa What about hazardous materials?
Araya We lock up all our hazardous materials.
Araya Gasoline and other flammable liquids are always clearly labeled.
Araya We follow the MSDS checklist to store hazardous products.
Araya We always store supplies safely.
Teresa Yes, all dangerous products must have clear labels.
Mr. Brown What happened to me?
Araya You slipped and fell.
Mr. Brown What's the safety problem?
Araya The floor was slippery.
Mr. Brown Why was the floor slippery?
Araya Because it was wet.
Mr. Flores What happened to me?
Sergei You tripped.
Mr. Flores Does hazardous mean dangerous?
Sergei Yes, it does.
Araya What is this?
Sergei That is an incident report.
Araya What am I doing?
Sergei You're filling out an incident report.

Unit 15, Lesson 1: Vocabulary & Phrases

dry

wet

slippery

fall

warning

accident

accident report

tools

gentleman

mat

walkway

electrical cords

hazardous materials

gasoline

flammable liquids

Please be careful.

Watch your step.

Are you all right?

Did you hurt yourself?

Let me help you up.

I'm just embarrassed.

Sit here for a minute.

Unit 15, Lesson 1: Conversation Practice 1 of 3

Patricia Front desk. May I help you?

Guest Hello, help! There's a fire in the bathroom!

Patricia OK, leave your room immediately and close the door. I will send security.

Patricia Security, I have a fire reported in 610. Repeat customer reports a fire in 610.

Security We're on our way.

Security Make sure the customer leaves the room and closes the door. You call 911.

Unit 15, Lesson 1: Conversation Practice 2 of 3

Sergei Here are some phrases we use to warn people to get out of the way. Say them with us.
Araya Look out!
Sergei Watch your step.
Araya Behind you.
Sergei Take it easy.
Araya Slow down.
Sergei On your right.
Araya On your left.
Sergei To your left.
Araya To your right.
Sergei Excuse me.
Araya Pardon.
Sergei Easy does it.
Araya Watch what you're doing.
Sergei Heads up.
Araya Pay attention.
Sergei Careful.
Araya Watch your back.
Sergei Door.
Sergei And, if it's really an emergency ...
Araya Danger!
Sergei Fire!
Araya Run!
Sergei Watch out!
Araya Whoa there!
Sergei Duck!
Araya Get down!
Sergei Stop!
Araya Hold it! Don't move!
Sergei OK, good job.

Unit 15, Lesson 1: Conversation Practice 3 of 3

Ms. Baxter Oh, please can you help me. My daughter disappeared.
Patricia Let me call security. Where was she last?
Mrs. Stevens Last week, a little girl got lost in the hotel.
Teresa Oh no. What happened?
Mrs. Stevens A guest told Patricia at the front desk that she had lost her five-year-old daughter.
Teresa What did Patricia do?
Mrs. Stevens Patricia quickly called security, and then she asked the guest some questions.
Teresa What questions did she ask?
Mrs. Stevens She asked where she saw her last.
Teresa Did she ask what clothes she was wearing?
Mrs. Stevens Yes, and she asked what her hair color was and how old she was.
Teresa If I saw a little lost girl in the hotel, what should I do?
Mrs. Stevens Ask for her name, and tell her that her mom and dad are looking for her.
Mrs. Stevens Then call security, or the front desk, right away.
Teresa Should I introduce myself?
Mrs. Stevens Yes. You can show your name tag and say your name, and that you work at the hotel.
Teresa Then what?
Mrs. Stevens Ask her for her first name and her last name.
Mrs. Stevens Ask her if she knows her room number.
Teresa Should I take her down to the front desk?
Mrs. Stevens Don't take her by yourself.
Mrs. Stevens Wait where you are with her, and when security comes then you go with them.
Teresa Did they find the little girl quickly?
Mrs. Stevens Yes. She was OK.

Unit 15, Lesson 2: Lesson Script

Teresa What can you do if there's a fire in the kitchen?
Ruben Oh no. The grease is on fire! I'll get the fire extinguisher.
Victor No, no! This is how you do it!
Victor Are you all right?
Ruben I burned my hand but, it's not too bad.
Victor I'll get the first-aid kit.
Victor Here is the burn cream and here is the accident report. Can I help you fill it out?
Ruben No, it's OK, I can do it myself. Thanks.
Ruben I learned the hard way.
Teresa Yes, you did. Fires can be serious accidents. Did you fill in the accident log?
Ruben Yes, we always fill it in when someone gets hurt.
Teresa It's important to have a fire extinguisher and a first-aid kit in the kitchen.
Tiffany And it's important that the fire extinguisher works.
Ruben The fire department checked it last month.
Ruben We're checking the first-aid kits right now. We might want to restock them
Teresa Here's the list of everything in the first-aid kit.
Teresa Number one on the list is the first-aid manual.
Teresa And here's a list of emergency phone numbers.
Teresa If you have an emergency, call 911. They will send an ambulance.
Ruben We need bandages and antibiotic ointment for cuts.
Tiffany Remember to use sterile gloves if there is any blood.
Tiffany Did you cut yourself? You're bleeding. Let me help you. How bad is it?
Ruben It's not that bad.
Tiffany Well, let me clean it off.
Ruben OK. Steak knives can be dangerous.
Tiffany Uh huh. Here's an antibiotic ointment.
Ruben All right.
Tiffany Hold still.
Ruben I'll try.
Tiffany Let me move this.
Ruben Ow! That stings!
Tiffany I'll put a bandage on you. OK, hold still.
Ruben OK.
Teresa We have instant ice packs in the first-aid kit.

Teresa There are also pain killers too. You might need these for pain or swelling.
Sergei I hurt my wrist. It's getting swollen. Can you get me an ice pack?
Tiffany Here. Do you need a pain killer? It'll help reduce the swelling.
Sergei Yes. Give me some ibuprofen.
Tiffany We also need sterile gauze and adhesive tape.
Tiffany You'll need sharp scissors to cut the adhesive tape.
Sergei May I use those tweezers? I have a splinter.
Tiffany Here. Don't forget to clean them when you're finished.
Tiffany How do you know if someone has a fever?
Teresa Remember to sanitize thermometers with alcohol. Use a thermometer to take their temperature.
Sergei You can clean tweezers with alcohol too.
Sergei For emergencies, every department needs a blanket and a good flashlight.
Tiffany With fresh batteries.
Teresa Yes, lots of good batteries. Come see me for first-aid supplies. I'll help you restock.
Sergei What happened in the kitchen?
Tiffany There was a fire.
Sergei What is this?
Tiffany It's a fire extinguisher.
Sergei How can you put out a fire?
Tiffany You use a fire extinguisher.
Sergei What is this?
Tiffany It's a first-aid kit.
Tiffany What is this?
Sergei That's a bandage.
Sergei What do you do with a bandage?
Tiffany You put it on a cut.
Tiffany What is this?
Tiffany It's a thermometer.
Tiffany What do you do with it?
Sergei You take your temperature.
Tiffany What is this?
Sergei It's a flashlight.
Tiffany What are these?
Sergei These are batteries.

Unit 15, Lesson 2: Vocabulary & Phrases

fire

smoke

fire extinguisher

first-aid kit

bandage

antibiotic ointment

burn cream

sterile gauze

adhesive tape

scissors

splinter

tweezers

batteries

flashlight

This is how you do it.

It's not too bad.

I can do it myself.

Can you get me a flashlight?

Unit 15, Lesson 2: Conversation Practice 1 of 2

Tiffany In an emergency, it is important to stay calm and act fast.
Tiffany Let's pretend there's a fire.
Tiffany I smell something burning.
Ruben What's burning?
Tiffany The trashcan caught fire!
Ruben Get the fire extinguisher. The trash is burning.
Ruben Stand back. I'll put out the fire.
Tiffany Good job.
Ruben Thanks.
Tiffany The fire is out, but the kitchen is full of smoke.
Ruben The room is smoky.
Ruben Tiffany, turn on the fan.
Ruben And open the back door, please.
Freddie What happened?
Ruben I burned my hand.
Freddie Run some cold water on it. I'll get the first-aid kit.
Ruben Yes. Go get the first-aid kit, I need some burn cream.
Freddie Here's a bandage and some burn cream.
Ruben Great, thanks Freddie.

Unit 15, Lesson 2: Conversation Practice 2 of 2

Guest Quick! Call an ambulance.
Guest This man is very ill. He's not breathing.
Sergei Don't worry, I know the number. It's 911.
Operator We're sorry. Your call cannot be completed as dialed.
Operator Please check the number and dial again.
Sergei I pressed 911.
Operator We're sorry. Your call cannot be completed as dialed.
Guest In the hotel, you need to dial 9 first, then 911.
Sergei Oh, OK.
Sergei 9 wait 911
Sergei This is important.
Sergei If you are in a company or a hotel, you may have to dial 9, before you dial the number.
911 Operator 911 operator. What is the emergency?
Sergei This is the Baker Resort Hotel. A man isn't breathing.
Sergei He's in the lobby.
911 Operator OK.
Sergei Here are some important telephone instructions.
Sergei For the operator dial: 0
Sergei In an emergency dial: 911
Sergei For an outside line dial: 9
Sergei For a long distance call, dial 8 followed by the area code and number.
Sergei For an international call dial 9, the country code, followed by the number.
Sergei Now, what's this button?
Sergei It's the pound sign. And, what's this button?
Sergei It's the star sign.

Unit 15, Lesson 3: Lesson Script

Mrs. Stevens Do you have the accident reports?
Teresa Yes, I have them here.
Mrs. Stevens Come in, sit down.
Teresa I think you'll be very pleased. We've reduced on-the-job accidents this year.
Mrs. Stevens The number of accidents did go down this year. I like this report.
Mrs. Stevens Safety training works! You organized good workshops.
Teresa All the managers helped me.
Mrs. Stevens How did they help?
Teresa Each department manager makes sure that their staff understands the safety rules.
Mrs. Stevens The managers are very happy with the employees you hired this year.
Teresa Thank you.
Mrs. Stevens You had a big problem though, with the clerk who was arrested.
Teresa I know. I made a terrible mistake.
Mrs. Stevens What did you learn from your mistake?
Teresa I learned that I must do a reference check on everyone I hire. I have to call all the references.
Mrs. Stevens In this business we must check out all employees. Honesty is required.
Teresa I know. I learned my lesson.
Mrs. Stevens Tell me, why did you change Sam's job?
Teresa I saw that he's good with computers. I wanted to use his skills better.
Teresa So, we trained him to work on our computers.
Mrs. Stevens Well, you were right. I like promoting people who have improved their skills.
Mrs. Stevens That's one reason employees like working here. We help people improve their skills.
Teresa Then they can apply for better jobs in the hotel.
Mrs. Stevens Do you have a minute to help me?
Teresa Of course, how can I help you?
Mrs. Stevens Every quarter, that is every three months, we recognize the best employees in the hotel.
Mrs. Stevens We watch to see who is doing the best jobs.
Mrs. Stevens We like to reward the best employees.
Teresa How many people get these awards?
Mrs. Stevens Sometimes no one, other times, several.
Teresa Are there different types of awards?
Mrs. Stevens Yes. There is one for "Safety", another for "Best Teamwork", another for the "Best Customer Service."
Teresa What do we give the winners?
Mrs. Stevens Well, every employee who gets an award will get an envelope like this.

Teresa In the envelope we put an award certificate.
Mrs. Stevens We also give them some money, as a thank you from the hotel.
Mrs. Stevens Here is the list for this quarter. The teamwork award goes to Sergei Dyvok and Araya Lam.
Teresa Remember how they did this long list of repairs.
Mrs. Stevens The Excellent Customer Service award goes to Sam.
Mrs. Stevens He did wonderful work in the Business Center, and changed his attitude.
Mr. Flores Thanks.
Sam You're welcome. I'm sorry about the wait. Now, what can I do for you?
Mrs. Stevens Workplace Safety award is the special one.
Mrs. Stevens This time it goes to Victor. He put out a fire in the kitchen.
Teresa Two staff members qualified for a special award.
Mrs. Stevens Yes. Luis and Pearl both helped us find a great new employee, Sergei.
Teresa They'll share the bonus money. We divided it in half.
Mrs. Stevens Here are two checks for 75 dollars, one in each envelope.
Teresa What are you doing?
Mrs. Stevens Each person also gets a check.
Mrs. Stevens A certificate is nice, but some people think money is better.
Teresa How much do you give them?
Mrs. Stevens When you're the general manager, you'll find out.
Teresa How did we reduce accidents?
Mrs. Stevens Everyone studied job safety.
Teresa Who organized the safety training?
Mrs. Stevens You organized the class.
Teresa Why did the number of accidents go down?
Mrs. Stevens Because people were careful at work.
Mrs. Stevens What is this?
Teresa That is an award.
Mrs. Stevens Why did Araya get the award?
Teresa He got the award for teamwork.
Mrs. Stevens Who got an award for excellent customer service?
Teresa Sam did.
Mrs. Stevens Why did Victor get the safety award?
Teresa Because he put out a fire.

Unit 15, Lesson 3: Vocabulary & Phrases

teamwork

safety training

awards

winners

envelope

certificate

list

bonus money

general manager

part of the team

Teamwork makes it easy.

Come in.

Sit down.

I think you'll be very pleased.

How did they help?

I made a terrible mistake.

What did you learn today?

You were right.

He put out a fire.

Unit 15, Lesson 3: Conversation Practice

Hotel Operator When you don't understand what someone says, you ask "What do you mean?".
Hotel Operator OK, can I book that room for you?
Caller What do you mean?
Hotel Operator I mean can I reserve the room for you?
Caller Oh, OK.
Tiffany I need a BLT.
Luis What do you mean?
Tiffany A BLT is a bacon, lettuce and tomato sandwich.
Luis Oh. I get it.
Pearl It's sure been a long week. I need some R and R.
Maria What do you mean?
Pearl R and R is rest and relaxation. I could use a couple of days' rest.
Maria Oh, yes. R and R. Sounds good.
Pearl Maria, you made up the wrong room.
Maria What do you mean?
Pearl Made up means to prepare.
Maria Oh no. I made up 303 and it was supposed to be 330.
Pearl Maria, can you drop what you're doing and make up 255?
Maria What do you mean?
Pearl I mean stop what you're doing now and prepare room 255.
Maria Sure, of course.
Teresa Sergei, your shift starts at seven, can you make it to work on time?
Sergei What do you mean?
Teresa Make it on time means can you arrive on time.
Sergei Oh sure, I will make it on time every day.

Unit 15, Lesson 4: Lesson Script

Teresa In five years, what do you want for a job?
Sam I think I want to be a computer engineer.
Teresa Will you work on your own or with a team?
Sam I want to make a small company that can teach people to use computers.
Teresa Many people need help with computers.
Sam Technology is always changing. I can help people make changes in their jobs.
Teresa What are you doing to reach your goal?
Sam I'm getting a lot of experience working here. I'm also taking a course online.
Teresa You can study anything online! So, are you happy at the hotel?
Sam I am. I love my job. I use all of my skills and training. I'm learning more all the time.
Teresa You're doing a great job.
Sam Thank you. I like my work.
Teresa In five years, what do you want for a job?
Teresa Is that question about the future or the past?
Sam In five years is in the future.
Teresa What does ago mean?
Sam Ago means in the past.
Sam What am I doing to reach my goals?
Teresa You're taking a course online.

Unit 15, Lesson 4: Vocabulary & Phrases

training

computer engineer

technology

chef

plumber

architect

business owner

policeman

fireman

nurse

What are you doing?

You're doing a great job.

Unit 15, Lesson 4: Conversation Practice

Teresa When an experienced worker helps a new worker, we call it "mentoring".
Mrs. Stevens May I ask you for some advice?
Teresa Certainly, if I can be of some help.
Teresa Can I get your opinion on something?
Mrs. Stevens Of course, what is it?
Teresa Do you think you could help me with a work issue?
Mrs. Stevens I can try. What's going on?
Teresa If you don't mind, I could use some career advice.
Mrs. Stevens I can give you some feedback but you have to decide what's right for you.
Teresa Do you have a minute to talk about my interpersonal skills?
Mrs. Stevens You're usually very good with people, but we can talk later today.

Unit 15, Lesson 5: Lesson Script

Mrs. Stevens Here is a training checklist for you.
Teresa For me? What am I going to learn?
Mrs. Stevens I'm training you to cover for me. We need a substitute general manager.
Teresa You want me to do your job?
Mrs. Stevens Yes, you will fill in for me when I'm on vacation.
Teresa That's a big responsibility.
Mrs. Stevens You are up to the challenge.
Teresa Yes, I believe I am. Thank you for the opportunity.
Mrs. Stevens You need to make an appointment with Lynn in accounting. It's all right there...
Phil Bates Am I interrupting?
Mrs. Stevens Not at all, Phil. We were just finishing up here. Um,... Have you two met?
Teresa Uh, we've bumped into each other a few times. But we haven't been introduced.
Mrs. Stevens Teresa, this is my good friend, Phil Bates, President of Worldwide Cellular.
Mrs. Stevens Phil, this is Teresa Lopez, our HR manager.
Teresa Nice to meet you, Mr. Bates.
Phil Bates The pleasure is mine, Ms. Lopez.
Teresa Please call me Teresa.
Phil Bates Only if you call me Phil.
Mrs. Stevens Phil says that you've been very helpful to him.
Teresa Oh, I didn't do anything special.
Phil Bates Well, I lost my wallet and you found it. I lost my credit card and you found it.
Phil Bates You found someone to help me with my computer.
Teresa Oh yes, before your presentation.
Phil Bates Because of you, I was ready for my conference.
Teresa That was just lucky.
Phil Bates Teresa Lopez you bring me good luck.
Mrs. Stevens Excuse me. I have to take this phone call.
Phil Bates Teresa, would you like to go to the coffee shop with me?
Teresa Sure, I'd like that very much. Let's go.
Teresa Why do I need more training?
Mrs. Stevens So you can fill in for the general manager.
Phil Bates What does it mean to "bump into" someone?
Teresa To "bump into" someone is to have a surprise meeting.
Teresa Who introduced me to Phil Bates?

Phil Bates Mrs. Stevens introduced us.
Phil Bates How did Teresa help me?
Mrs. Stevens She found your credit card.
Phil Bates What did I find?
Teresa Don't you mean who did you find?
Phil Bates Yes, sorry. Who did I find in Mrs. Stevens' office?
Teresa You found me.
Teresa Sylvia!
Sylvia Perfect timing.
Teresa Mmm, smells so good! What is the occasion?
Sylvia Congratulations on your one year anniversary working at the Baker Resort Hotel!
Teresa For me? That's so sweet. Thank you!
Sylvia You have been so happy since you started working as HR Manager at the hotel.
Teresa Yes, it's been quite a year. I am very, very happy.
Teresa You know, if you enjoy your job, work hard, and really help your customers, you'll be successful, just like me.
Teresa I know you're very happy with your job too, Sylvia.
Sylvia Yes I am. As you know, it went so well at the job fair that they hired me to work for them.
Sylvia Now I help other people find jobs.
Teresa And this is what she tells them:
Teresa List your skills and apply for a job that matches those skills.
Sylvia Look for something that you enjoy doing.
Sylvia Then find the time to educate yourself further, so you can move "up the ladder" to success!
Teresa Well, here's to success at work!
Sylvia Teresa, is that ring new?
Teresa Yes!
Sylvia Are you...
Teresa Yes! I'm engaged! Can you believe it?

Unit 15, Lesson 5: Vocabulary & Phrases

vacation

appointment

accounting

friend

HR Manager

presentation

one year anniversary

resort hotel

people

time

The Accounting Department.

an easy introduction

What a pleasure.

Can you cover for me?

You are up to the challenge.

Thank you for the opportunity.

Am I interrupting?

That was just lucky.

Would you like to go?

I'd like that very much.

Let's go.

I have to take this.

That's perfect timing.

What is the occasion?

Move up the ladder of success.

Unit 15, Lesson 5: Conversation Practice

Bellman Who, Who's and Whose - three words that confuse me. Let's sort them out.
Ms. Baxter Who's that standing at the front desk?
Bellman That's Patricia.
Ms. Baxter Who is she?
Bellman She's the front desk clerk.
Ms. Baxter Who's that sitting there?
Bellman That's Linda, the concierge.
Ms. Baxter Who's the person next to her?
Bellman That's Mr. Flores, another guest.
Patricia Who is she?
Bellman She's the boss. She is the general manager.
Patricia Whose boss is she?
Bellman She's everyone's boss.
Patricia Who reports to Mrs. Stevens?
Bellman Teresa and all the managers report to Mrs. Stevens.
Patricia She has an office on the second floor.
Bellman Whose office is on the second floor?
Bellman Mrs. Stevens' office is on the second floor.
Bellman Teresa's office is by the employee entrance.
Patricia Whose office is near the employee entrance?
Bellman Teresa's office is by the employee entrance.
Patricia Who has worked at the hotel the longest?
Bellman Mrs. Stevens has. She has worked at the hotel for many years.
Patricia Who has worked at the hotel the shortest time?
Bellman Teresa. She just started a few weeks ago.
Patricia Whose job has the highest pay?
Bellman Mrs. Stevens' job has the highest pay.
Patricia Why is Mrs. Stevens' job the highest paid?
Bellman Her job is the highest paid because she's the boss.
Bellman Work hard...study carefully! And someday you can be the boss also.