

5a

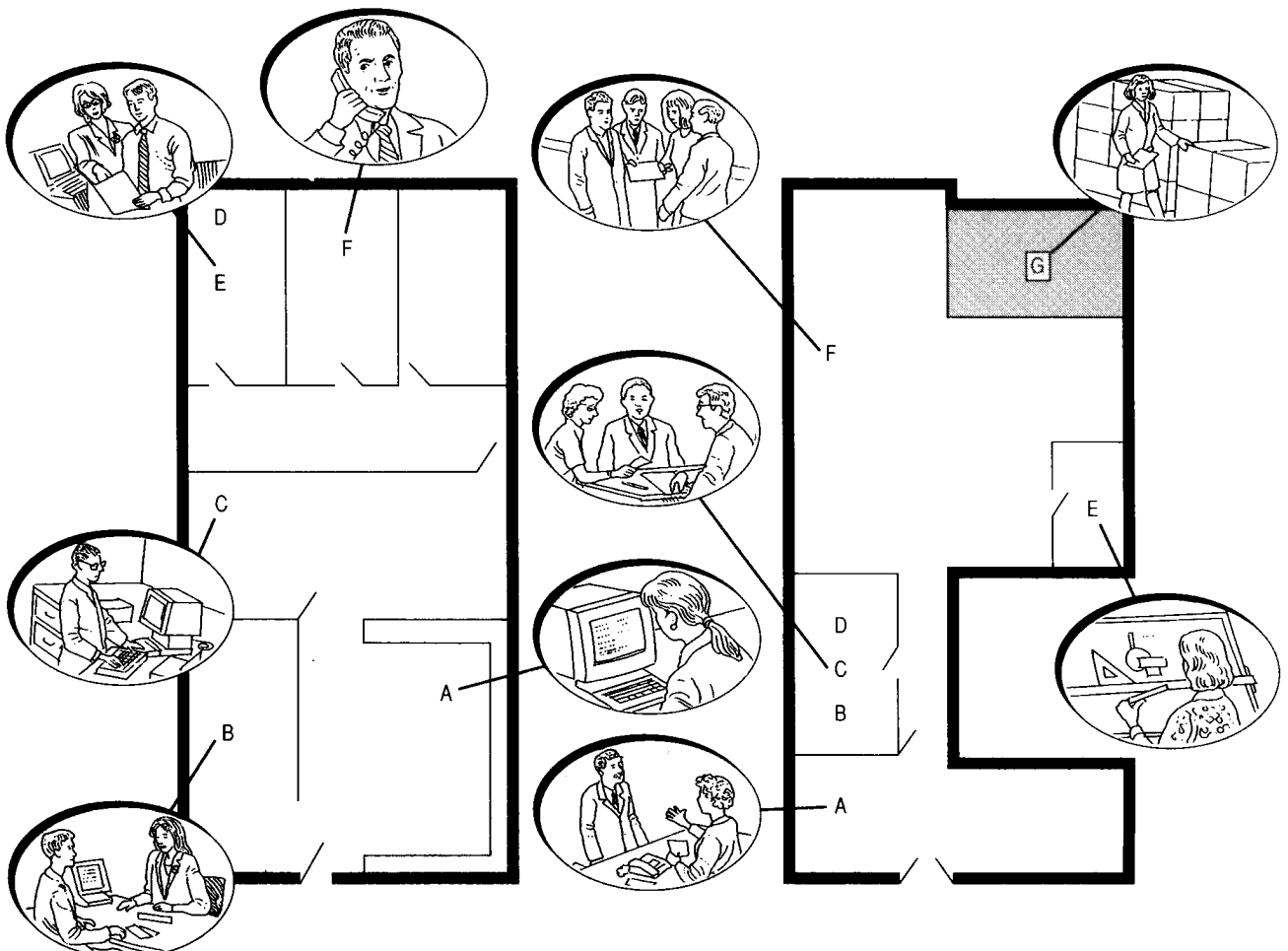
Showing someone around

Reward Pre-intermediate
Business Resource Pack

	Syntax Engineering
KEY	
Reception/Showroom	Receive customers, answer calls. A: Tamara, the receptionist/talk/to our sales manager.
Sales office	Take orders for new parts. B, C, D: The sales staff/have/a meeting (do not disturb!)
Design office	Engineers make drawings by hand or on computer. E: Margaret, the Chief Engineer/design/a new water pump.
Workshop	Machine operators make parts. F: Karl, the production foreman/explain/the production plan to the workers.
Stores	Store materials; send finished parts to customers. G: Anna, the stores manager/check/the stock.

Tildemann's Bank

Syntax Engineering



5b

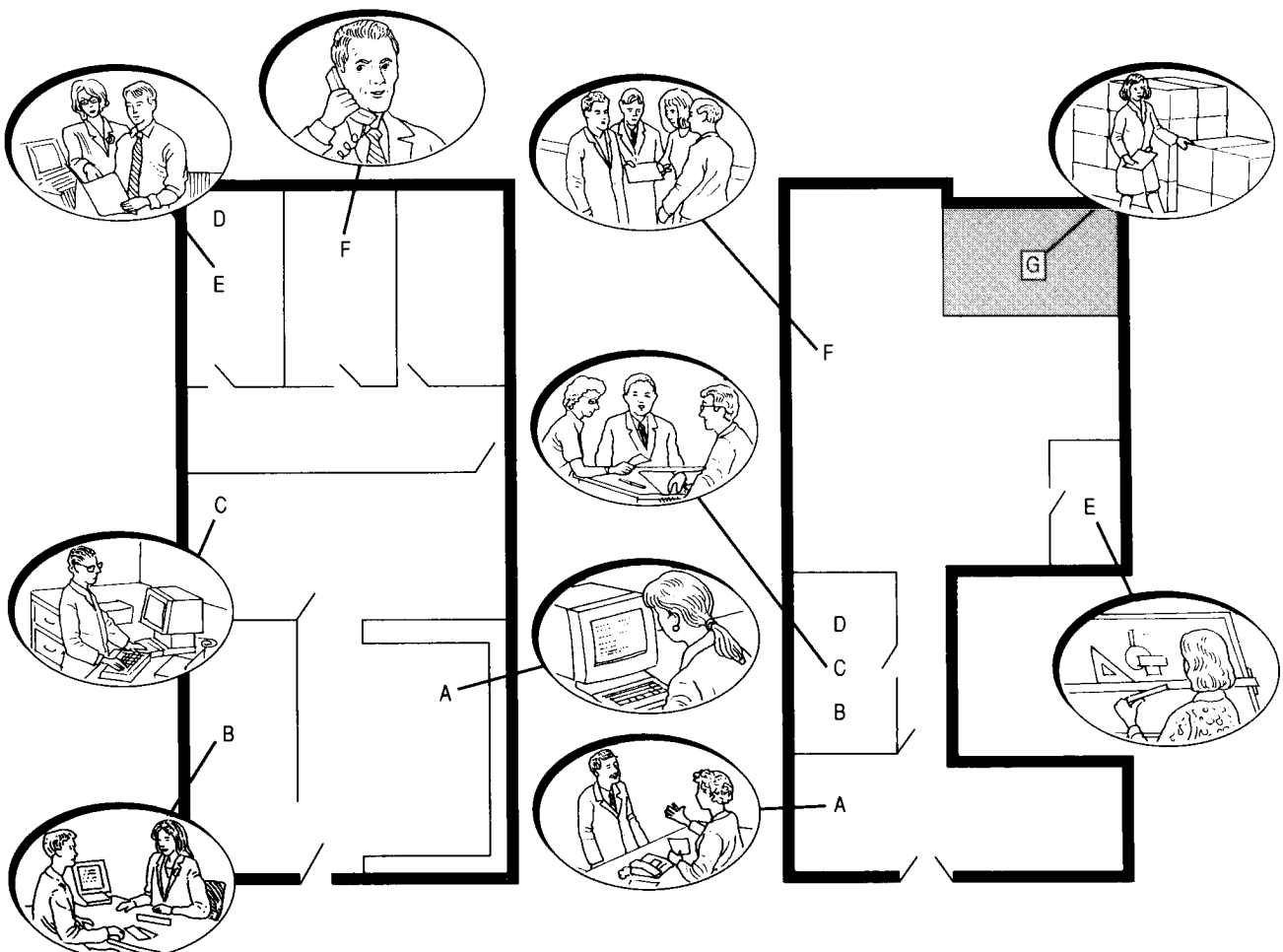
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Tildemann's Bank	
KEY	
Main banking hall	Customers put in, take out money; exchange foreign currency. A: A customer/look/at her account on a computer.
Reception area	Staff answer customers' questions. B: Janet, a receptionist/give/information to customers.
Clearing area	Clear cheques. C: Technician/put in/a new computer system.
Loans department	Assistant manager arranges loans for customers. F: Assistant manager/discuss/loan/on the telephone.
Investments department	Staff advise customers on the best way to invest their money. D & E: Sarah/look at/share prices with a customer.

Tildemann's Bank

Syntax Engineering



Teacher's Notes

Showing someone around

Worksheets

5a

and

5b

NOTE: Use Worksheets 5a and 5b for this activity.

ACTIVITY

Pairwork: speaking

AIM

To give a guided tour of a company and describe the work in different departments.

GRAMMAR AND FUNCTIONS

Present simple contrasted with present continuous

Demonstrative pronouns: *this, that*

VOCABULARY

Departments and parts of a building

Verbs of communication: *advise, explain*

PREPARATION

Make copies of Worksheet 5a and Worksheet 5b and divide them equally among the class.

TIME

30 minutes

PROCEDURE

- 1 Elicit the names of the different sections/departments the students would expect to find in a bank and an engineering firm. For example, *reception, cashier's position, manager's office, workshop*.
- 2 Tell the students that they are going to show each other around a company. They must explain to their partner a) what happens in each department and b) what the people who work there are doing at the moment.

- 3 Demonstrate by drawing a plan of two or three rooms on the board and telling the class that this is a plan of part of the school.

Point to the plan and say: *This is the reception*

area/teacher's room/director's office. Encourage students to ask questions.

For example:

What happens here? Who works here?

Give model answers and, if necessary, write them on the board.

For example: *The teachers prepare their lessons. The director works here. She's telephoning an agent.*

- 4 Put students into pairs of one Student A and one Student B. Give each Student A a copy of Worksheet 5a and each Student B a copy of Worksheet 5b.
- 5 Ask the students to read the information in the Key at the top of the worksheet regarding the company. Explain that they are going to take it in turns to show each other around their company.
- 6 Ask the students to ask questions about their partner's company as they are being shown round. Point out the model sentences on the board if the students need more guidance.
- 7 When they have finished, ask one or two students from each group to tell you what they have found out. Do the other students agree with the information?

FOLLOW-UP

Ask the students to do the same activity using a plan of their own company offices or a part of the building you are in.

Showing someone around

POSSIBLE ANSWERS

SYNTAX ENGINEERING

- A: is the reception area. The receptionist receives customers and answers the telephone. Tamara, the receptionist, is talking to our sales manager at the moment.
- B, C, D: is the sales office. The sales staff take orders for new parts. At the moment they are having a meeting – do not disturb!
- E: is the design office. This is where the engineers make drawings by hand or on computer. At the moment, Margaret, the chief engineer, is designing a new water pump.
- F: is the workshop. The machine operators make parts here. Karl, the production foreman, is explaining the production plan to the workers.
- G: is the stores. We store materials here before sending it to customers. Anna, the stores manager, is checking the stock.

TILDEMANN'S BANK

- A: is the main banking hall. Customers pay in and take out money here. At the moment a customer is looking at her account on the computer.
- B: is the reception area. This is where the staff answer questions. Janet, the receptionist, is giving some information to customers.
- C: is the clearing area. This is where the cheques are cleared. The technicians are putting in a new computer system at the moment.
- D, E: is the investments department. This is where the staff advise customers how to invest their money. At the moment Sarah is looking at share prices with a customer.
- F: is the loans department. This is where the assistant manager arranges loans with customers. He is arranging a loan at the moment.