

A

1. Match the questions to the answers to make a conversation between a new employee and their colleague.
2. Then look at the words *in italics* in the colleague's answers and circle the correct one.



New employee

1. So, what are the working hours?
2. Which name do I use with colleagues and bosses?
3. Is there a dress code at the company?
4. When can I have lunch?
5. Where can I park?
6. Who can help me if I've got a problem?
7. Where can I smoke?
8. Can I use the company computer to check my personal emails?



Colleague

- a. You *should / are allowed to* [1] use first names with colleagues and family names with our bosses. It is different in other departments, so you *have / must* [2] to ask to be sure.
- b. Well, we've got flexitime here, but you *can / must* [3] work a total of seven hours. So if you start at 9am, you can finish at 5pm. You *mustn't / shouldn't* [4] start work later than 10am.
- c. You can have lunch between 11am and 1.30pm. I *suggest / should* [5] 11.30am or 1pm because the canteen is always crowded between 12 noon and 1pm. You don't *have to / must* [6] eat there. We've got several good restaurants and sandwich shops nearby.
- d. You *should / must* [7] speak to me first. I'll try to help you. I don't think you *can / should* [8] speak to the boss first.
- e. The company rules say you *have / should* [9] to wear a suit for important meetings. Otherwise, you *should / must* [10] just dress casually.
- f. Sorry, you're *not allowed / don't have* [11] to use the computers for checking private emails or surfing the internet. This is against company policy.
- g. In the underground car park. You *don't have to / mustn't* [12] park directly in front of the office. This is reserved for customers.
- h. You're *not allowed to / shouldn't* [13] smoke in the offices. This is against the law now.

Worksheet

B

Read through Activity A again and find phrases that tell the new employee how to do something. Write them in the lists below.

For offering help or advice	
1	
2	
3	
4	
5	
For telling the colleague about the management or company rules	
1	
2	
3	
4	
5	
6	

C

Listen to the questions and answers. Practise reading the questions and answers from Activity A in pairs. Take turns asking and answering questions.

D

With a partner, practise the questions and answers using the prompts on your cards only. Take turns asking and answering questions.



Question cards

BUSINESS BASICS CUT-OUT PROMPT CARDS

use first or family name with customers

wear bright coloured clothes to work



come into the office at the weekends

work from home

make business trips

take customers to lunch or dinner

work overtime

make presentations for work

use the company phone for personal calls

send and read personal emails during work time

Question cards

My office procedures

Company do's

In my company you should ...

1. _____
2. _____
3. _____

You have to ...

1. _____
2. _____
3. _____

Company don'ts

In my company you shouldn't ...

1. _____
2. _____
3. _____

You mustn't ...

1. _____
2. _____
3. _____

Transcript

- 1. New employee:** So, what are the working hours?

Colleague: Well, we've got flexitime here, but you must work a total of seven hours. So if you start at 9am, you can finish at 5pm. You mustn't start work later than 10am.
- 2. New employee:** Which name do I use with colleagues and bosses?

Colleague: You're allowed to use first names with colleagues and family names with our bosses. It is different in other departments, so you have to ask to be sure.
- 3. New employee:** Is there a dress code at the company?

Colleague: The company rules say you have to wear a suit for important meetings. Otherwise, you should just dress casually.
- 4. New employee:** When can I have lunch?

Colleague: You can have lunch between 11am and 1.30pm. I suggest 11.30am or 1pm because the canteen is always crowded between 12 noon and 1pm. You don't have to eat there. We've got several good restaurants and sandwich shops nearby.
- 5. New employee:** Where can I park?

Colleague: In the underground car park. You mustn't park directly in front of the office. This is reserved for customers.
- 6. New employee:** Who can help me if I've got a problem?

Colleague: You should speak to me first. I'll try to help you. I don't think you should speak to the boss first.
- 7. New employee:** Where can I smoke?

Colleague: You're not allowed to smoke in the offices. This is against the law now.
- 8. New employee:** Can I use the company computer to check my personal emails?

Colleague: Sorry, you're not allowed to use the computers for checking private emails or surfing the internet. This is against company policy.