**Student Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EL Civics**

**SOFT SKILLS**

**Qualities of an Effective**

**Employee in the American Workplace**

**CASAS CIVICS OBJECTIVE 37.4**

**Additional Assessment Plan 37.4**

**Task 2: Contacting a Supervisor**

**Student Workbook**

**Student Level:**

**Intermediate-Low to Advanced**

Contacting a Work Supervisor

**Job Communication Survey**

**Warm up:**

*Answer these questions with your partner.*

1. If you work, describe your job. What do you do? Where do you work?

2. Describe your past job experience. What jobs have you had?

3. Do you feel comfortable talking to supervisors and bosses?

**Survey**

*Complete the following survey about your current or previous job. If you haven’t worked,  consider how you would feel in each situation.*

|  |  |  |  |
| --- | --- | --- | --- |
| **I am…** | **comfortable** | **sort of****comfortable** | **un-****comfortable** |
| 1. talking to my boss in English |  |  |  |
| 2. asking for time off from work |  |  |  |
| 3. asking for a raise. |  |  |  |
| 4. asking for a schedule change |  |  |  |
| 5. calling my boss on the phone |  |  |  |
| 6. asking about benefits |  |  |  |
| 7. talking with my   coworkers in English |  |  |  |
| 8. reading about work   policies |  |  |  |

**Dialogue Practice:**

*Work with your partner. One person is the Human Resources Manager, the other is an employee. The employee asks the H.R. Manager about the vacation policy.*

**Model Dialogue:**

Employee: Mr. Jones, do you have a moment?

HR Mgr: Sure, Regina. What can I do for you?

Employee: I had a question about the vacation policy. I want to take next week off and use my vacation time. Can I do that?

HR Mgr: Well, Regina, the vacation policy states that you need to submit your request to your manager two weeks in advance. Your manager might not be able to give you newt week off because of your short notice.

Employee: Oh, okay. I understand.

***Now, use the vacation policy to create your own dialogue between an employee and the H.R.***

***Manager.***

**Lesson 1: Talking to the Supervisor**

Learning Objectives:

• Discuss problems that interfere with work

• Practice talking to a supervisor about work problems

• Use appropriate non-verbal communication

• Read about problems at work

**A. Vocabulary: Reasons for Being Absent**

**Warm Up:** *Ask your partner these questions:*

1. Why do people come to work late?

2. Why do people miss work?

3. What are good reasons and bad reasons for being absent from work?

**Listen and Repeat**

|  |  |
| --- | --- |
| Waiting room 1. doctor’s appointment | retro clipart2. car trouble |
| clock 3. alarm problem | sick person  4. sick |
| sick child5. have a sick child | Meeting 2 clip art - vector clip art online, royalty free  public 6. meeting with child’s teacher |
| children playing7. change in daycare | traffic jam8. traffic |
| woman waiting for transportation9. transportation problems | judge in court10. appear in court |

**More Reasons for Being Absent:**

*Add more reasons for work problems below.*

**Good and Bad Reasons for Being Absent**

*Directions: Read the reasons for being absent from school. Write the letter “G” on the line for the good reasons and the letter “B” on the line for bad reasons.*

1. \_\_\_\_\_ I have a doctor’s appointment.
2. \_\_\_\_\_ My favorite TV show is going to be on.
3. \_\_\_\_\_ There is a special sale at Wal-Mart
4. \_\_\_\_\_ I have an appointment to meet with my son’s teacher.
5. \_\_\_\_\_ I have the flu.
6. \_\_\_\_\_ I’m going to attend my daughter’s high school graduation.
7. \_\_\_\_\_ It’s rainy and cold.
8. \_\_\_\_\_ I have a job interview, and I can’t reschedule it.
9. \_\_\_\_\_ I have an interview with Immigration.
10. \_\_\_\_\_ I’m busy.

**More Good Reasons for Being Absent**

*Directions: Write ten good reasons for being absent from school.*

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

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**Talking to your supervisor**

**Model Dialogues**

*Read the model dialogues; then practice with a partner.*

**Part 1: Som is asking his coworker about a problem.**

Som: Jim, do you have a minute?

Jim: Sure. What’s up?

Som: I want to take an evening computer class. Who should I talk to about changing my hours?

Jim: Talk to your manager.

Som: Thanks, Jim.

**Part 2: Later that morning, Som stops his manager in the hall.**

Som: Excuse me, Mr. Stern. Could I talk to you for a minute?

Mr. Stern: I’m sorry, Som. Now is not a good time; I’m late for a meeting. How about later this afternoon?

Som: What would be a good time for you, Mr. Stern?

Mr. Stern: How about 3:00 in my office?

Som: Good. I’ll see you at 3:00. Thank you.

**Part 3: At 3:00, Som goes to Mr. Stern’s office and knocks on the door.**

Mr.Stern: Come in and sit down, Som.

Som: Thanks, Mr. Stern.

Mr. Stern: Okay. What can I do for you?

Som: I need to work the day shift on Tuesdays and Thursdays. Mr. Stern: Why do you want to change shifts now, Som?

Som: I want to take a computer class on Tuesday and Thursday evenings.

Mr. Stern: A computer class? That’s a great idea. Let me check the schedule, but I think that will be okay.

Som: Thanks a lot, Mr. Stern. I really appreciate it.

Mr. Stern: No problem, Som. I’ll get back to you tomorrow, okay?

Som: Thanks. I’ll see you tomorrow.

Mr. Stern: Sounds good. Have a nice afternoon.

Som: You too.

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**Comprehension Check**

*Use the conversations above to answer the following questions.*

1. What is Som’s problem?

2. Who does he talk to first about his problem?

3. Did Som do the right thing, or should he have done something different?

4. Does Som have a good reason for asking for a schedule change? Why or why not?

5. Did Mr. Stern give Som a definite answer? Explain.

**Information Gap Activity**

*This is a partner activity. One student is* ***Student A****. The other student is* ***Student B.***

**Student A**

You have a complete absence report. You don’t have a complete tardiness report.

 **Step One:**

Use the absence report.

Tell **Student B** who was absent and the reason for each day.

Don’t allow **Student B** to look at the absence report.

**Week of:** October 1 **Absence Report**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee** | **Mon.** | **Tue.** | **Wed.** | **Thur.** | **Fri.** |
| George  |  | Tue. Reason for absence:  car trouble |  |  |  |
| Myra  |  |  | Wed. Reason for absence:  sick |  |  |
| Santo  | Mon. Reason for  absence: no transportation |  |  |  |  |
| Dolores  |  |  | Wed. Reason for absence:  childcare |  |  |

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**Step Two:** Listen as **Student B** tells you who was late and the reason. Write each employee’s tardiness on the correct day. Don’t look at **Student B’s** paper.

**Week of**: October 1 **Tardiness Report**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee** | **Mon.** | **Tue.** | **Wed.** | **Thur.** | **Fri.** |
| Francine |  |  |  |  |  |
| Pedro |  |  |  |  |  |
| Nam |  |  |  |  |  |
| John |  |  |  |  |  |

**Student B**

You don’t have a complete absence report. You have a complete tardiness report.

**Step One:** Listen as **Student A** tells you who was absent and the reason. Write each employee’s absence on the correct day. Don’t look at **Student A’s** paper.

**Absence Report**

**Week of**: October 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee** | **Mon.** | **Tue.** | **Wed.** | **Thur.** | **Fri.** |
| George |  |  |  |  |  |
| Myra |  |  |  |  |  |
| Santo |  |  |  |  |  |
| Dolores |  |  |  |  |  |

**Step Two:** Use the tardiness report.

Tell **Student A:** who was tardy and the reason.

Don’t allow **Student A** to look at the tardiness report.

**Tardiness Report**

Week of: October 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee** | **Mon.** | **Tue.** | **Wed.** | **Thur.** | **Fri.** |
| Francine |  |  |  |  | Fri. Reason for tardy: traffic |
| Pedro  | Mon: Reason for tardy: woke up late |  |  |  |  |
| Nam  |  |  | Wed: Reason for tardy: child issues |  |  |
| John |  |  |  |  | Fri: Reason for tardy: traffic |

**Speaking Practice**

*Practice the dialogue with your partner. Use different* ***problems*** *and* ***reasons****. Switch roles so that you each get practice being the employee and the supervisor.*

Employee: Mr./Ms. **Juarez ,** do you have a moment?

partner’s last name

Supervisor: Sure, **Lucy .**  What can I do for you?

partner’s first name

Employee:  *I have an appointment for my daughter tomorrow.*

reason

 *Would it be possible for me to come in a little bit later?*

problem

Supervisor: Sure, no problem.

Employee: Thanks for your help! And I apologize for the inconvenience. By the way, would you allow me to make up my time?

Supervisor: Okay. You can come in on Saturday to make up your lost time.

Employee: That’d be great. Thank you so much.

Supervisor: You’re welcome.

*Complete the following sentences with the prepositions* ***at, on*** *or* ***in.***

1. I begin work 7:30 a.m.
2. It’s important to be on time to work. If you’re shift starts 8:00, try to arrive 7:45.
3. I work an early shift the summer.
4. Mary’s schedule is confusing. She works Mondays, Tuesdays, Thursdays, and Sundays.
5. I don’t like working the evening.
6. Shelly worked 2 hours of overtime yesterday. She started work 8:00 a.m. and finished work 7:00 p.m.
7. My first day of work was October 6, 2008.
8. Did you know that we get a paid holiday July 4th?
9. We always take our lunch noon.
10. I would like to take a nice long vacation the summer.

**C. Calling the Supervisor (Phone Etiquette)**

*Read a conversation between Michelle Johnson and her supervisor.* Receptionist: Tyco Industries, how can I direct your call?

Michelle: Can you transfer me to Sarah Chen’s extension, please? Receptionist: Sure, one moment please.

Ms. Chen: This is Sarah Chen.

Michelle: Hi, Ms. Chen. This is Michelle Johnson from Purchasing.

Ms. Chen: Good morning, Michelle. What can I do for you?

Michelle: I’m calling to let you know that I’m going to be in late today. My car won’t start. I’m waiting for my sister to get to my house. She’s going to drive me to work.

Ms. Chen: Oh, I’m sorry to hear that.

Michelle: I should be there in about thirty minutes. I hope that I can have that time off. I’m sorry for the inconvenience. I’m having my car taken in this morning to get I checked out so that I don’t have this problem again.

Ms. Chen: Thanks for calling. I’ll see you when you get here.

Michelle: Okay, thanks Ms. Chen. By the way, I can stay extra this evening if  you’d like me to make up the time.

Ms. Chen: That would be fine. Thanks for suggesting it.

Michelle: I appreciate your understanding. I’ll be there as soon as I can.

Ms. Chen: Okay, I’ll see you when you get here.

Michelle: Goodbye.

**Comprehension Check:**

*Answer the questions about the conversation between Michelle Johnson and her supervisor.*

1. Who is Michelle Johnson’s supervisor?
2. What is Michelle’s problem?
3. When will she arrive at work?
4. Do you think Michelle’s supervisor is noce? Why or why not?
5. Is Michelle polite on the phone? Use the things she says to explain your answer.

**Politeness on the Phone: Listen as your teacher reads.**

*Listen to your teacher, then practice with a partner.*

**Opening a conversation:**

Introduce yourself: “This is speaking. “

Ask for the person: “Can I speak to ?

 “Would you connect me with

State the reason for the call: “I’m calling because .”

 “I need to talk to you about .”

**Closing a conversation:**

Thank the person: “Thank you for your time.”

 “I appreciate your help.”

State any follow-up information: “I will get back to you on .

 “I will let you know about .”

End the conversation: “See you .”

 “I’ll talk to you .”

 “Goodbye.”

 “Take care.”

**Dialogue Practice:**

*Choose one of the situations that follow. Work with your partner creating a phone conversation. Remember to use polite phrases!*

1. You are calling your supervisor to ask for a day off because your daughter is sick.
2. You are calling your supervisor to let him/her know that a family member has just passed away. You will be out for two days.
3. You are calling your supervisor to tell him/her that you have an infection. Your doctor has told you to stay home for three days.
4. You are calling your supervisor to say that you missed your bus this morning.  You will be 45 minutes late.
5. You are calling your supervisor to report a major traffic delay on the freeway.  You’ve been stopped for over twenty minutes and now you see that the freeway ahead  is closed. You don’t know when you’ll arrive.

**Calling in Sick**

*Practice the script with your partner.*

Secretary: Good morning, Apex Industries. Sally speaking. How can I help you?

Dario: Good morning, Sally. This is Dario Gomez from Accounting. Can you transfer me to Dennis Freeman’s extension?

Secretary: Sure, Dario. Please hold while I connect you.

Dario: Thanks.

Mr. Freeman: This is Dennis Freeman.

Dario: Hi Mr. Freeman, this is Dario Gomez. I am calling to let you know that I am sick with the flu today. My son was sick all weekend, and now I am sick in bed. Can I take the day off?

Mr. Freema Mr. Freeman: That’s too bad, Dario. It sounds like you need to stay home and get well.

Dario: Yes, but I hope that is not a problem for you. Today is Monday and I know Mondays are our busiest days.

Mr. Freeman: It’s no problem, I understand. When will you return to work?

Dario: I should be back tomorrow. I’m going to the doctor today, and I hope to get some medicine and be able to return to work tomorrow.

Mr. Freeman: Okay, Dario. Take care of yourself and I’ll see you tomorrow.

Dario: Thanks for understanding, Mr. Freeman. I really apologize for the inconvenience. Could I work on Saturday to make up for the time?

Mr. Freeman: I don’t think that’s necessary, Dario. You’re never absent. You should have plenty of sick time available. Just get some rest and don’t worry about it. We’ll see you tomorrow.

Dario: Will I need to get a doctor’s note?

Mr. Freeman: No, it’s not necessary for 1 sick day, only for a 3-day absence.

Dario: OK. I’m sure I’ll be fine tomorrow.

Mr. Freeman: Good to hear.

Dario: Thanks again. See you tomorrow.

Mr. Freeman: Okay, goodbye.

**D. Calling Your Supervisor**

Introduce Yourself: This is

Ask for your Supervisor: Can I please speak to

I need to speak to

I’m calling for

Explain the Problem: I’m calling because

I want to tell you

Ask for Time Off: Can I

Could I

May I

Say Your Arrival Time: I will be there

I expect to arrive

Offer a Solution: I’m going to the doctor, and I should be better by tomorrow.

I’m getting my car fixed, so it should take care of the

problem.

Apologize for the Inconvenience:

I’m sorry for the problem.

I apologize for the inconvenience.

Request an Opportunity to Make up Time:

Could I work ?

Close the Conversation: Thanks for your help. See you .

I appreciate your time. Goodbye.

Thank you for understanding. I’ll see you

**Sick Today**

*Directions: Read the story about Kim Li.*

Kim is a part time employee at Walmart. She works Monday through Friday from 6:00 to 9:00 p.m. Kim has a sore throat today, so she’s going to stay home and go to bed early. She needs to call work and let them know that she’ll be absent. The personnel department employee who answers the phone will ask her several questions before connecting her with her department or immediate supervisor.  Kim speaks English pretty well, but she gets nervous when speaking on the telephone. Sometimes she speaks too softly and people can’t hear her. Kim regularly attends an English as a Second Language class, and luckily, they recently practiced taking and leaving telephone messages, so she feels confident that she can handle calling work. She just needs to remember to speak slowly, clearly, and loud enough for the other person to hear her.

### Calling in Sick

*Directions: Practice the dialogue with a partner.*

**Personnel:** Hello. This is Walmart, how may I help you?

**Kim:** Hello, this is Kim Li. I work in the Housewares Department.

**Personnel:** How can I help you?

**Kim:** I’m not going to be able to work tonight; can you connect me with Mr.

Jones?

**Personnel:** Sure. Let me put you on hold while I connect you.

**Kim:** Thank you.

**Mr. Jones:** Hello, this is Mr. Jones

**Kim:** Hello Mr. Jones, this is Kim Lee. I’m not going to be able to work tonight.

**Mr. Jones:** Oh. What seems to be the problem?

**Kim:** I have a very sore throat, and I may be coming down with a cold or flu. I don’t want to make other people sick.

**Mr. Jones:** Yes, I understand. The only problem is Richard already called in sick, and Mrs. Rollins is on vacation this week. We are really going to be short- handed this evening.

**Kim:** I’m sorry, but the only thing I might suggest is that you call Anthony. He told me last week he is always looking for extra hours.

**Mr. Jones:** That’s a good suggestion. I’ll give him a call.

**Kim:** Thank you Mr. Jones.

**Mr. Jones:** By the way, when will you be back?

**Kim:** I should be back on Monday.

**Secretary:** Okay, if anything changes, please let me know. Goodbye.

**Kim:** Thank you, Bye.