

THE TASK AT HAND. Session 3.- Wanna a sandwich?

Situation

Read the text and listen to the situation.



Lourdes and **Susana** are having lunch at the canteen with the rest of the employees. Although the girls miss their mummies' delicious meals, having a sandwich and a piece of fruit isn't that bad! While they are eating their sandwiches, **Susan Smith** and **Pauline Johnson** from the Finance Department sit down at the table, right behind them. They look really sad and although **Pauline** tries to pretend she is OK, she suddenly **bursts into tears**.

- ✓ **Susana:** Oh no **Lourdes**, don't look behind you but I think that **Pauline** is crying! (**Susana** whispers).
- ✓ **Lourdes:** Why?
- ✓ **Susana:** I don't know but she seems quite unhappy.
- ✓ **Lourdes:** Oh, I hope it's nothing serious. She's a very nice person.
- ✓ **Narrator:** Although listening to other people's conversations isn't correct in any culture, our friends try to **eavesdrop** on **Susan** and **Pauline's** conversation. Contrary to most people, the girls don't want to gossip, but rather, help a colleague. Ten minutes later, **Pauline** leaves the canteen in tears and Susan runs after her.
- ✓ **Susana:** Did you hear that? Somebody is **harassing** her! (She whispers).
- ✓ **Lourdes:** Oh no! She's such a nice person! **Lourdes** answers worriedly. Did you understand anything else?
- ✓ **Susana:** Not much! Only that someone is harassing her and she doesn't know what to do to make him stop.
- ✓ **Lourdes:** That's awful! I wish we could help her!
- ✓ **Susana:** Yeah! But what could we do? We are just **student-workers** here!
- ✓ **Lourdes:** I've got good idea! Maybe we could talk about it in our task for Mr. **Parker**! If the company is aware of the problem, the bosses will take the matter more seriously.
- ✓ **Susana:** Hey that would be great! Are you done with your lunch?
- ✓ **Lourdes:** Yes, I was starving!
- ✓ **Susana:** OK, so let's go back to the office! I have an idea. (she says excitedly).

Think about it

Give your opinion in the forum.

What would you do if you were Lourdes or Susana?

Do you think it is correct to listen to somebody else's conversation?

What would you do to help Pauline Johnson?



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[Aviso Legal](#)

1.- What to say: Being Harassed.

Quotation

Being good is commendable, but only when it is combined with doing good is it useful.

Unknown Author.

Situation

The girls go back to the office and surf the net to find a little bit more about [harassment](#) at the office.

Susana: **Lourdes,** look! according to the Equal Employment Opportunity Commission, from 1990 to 2009, the percentage of sexual harassment at the workplace in the UK has doubled from 8 percent to 16 percent!

Lourdes: Wuuu! that's quite a lot! Does it say anything about the reason?

Susana: Not really! Only that today people are more likely to denounce than previous years.

Lourdes: Yeah, that's right! Before, people used to have more prejudices. Oh Look at this! This article is about how to report unacceptable behaviour when someone is harassing you, it seems quite interesting, I'll take a look at it and see if there's something we can use for our report.

Susana: OK! I'll keep on looking at some figures. I'll see you later (she goes back to her desk).

Lourdes: Alright! See ya!



Think about it

Write in the forum.

- ✔ Have you ever heard about anyone being harassed around you? What happened? Did he or she denounce the harasser at the end?
- ✔ If not, surf the net for a famous scandal related to this topic, then, tell your classmates about it.

1.1.- Reporting unacceptable behaviour.

Unacceptable behaviour can take many forms: bullying, sexual harassment, sexual or racial discrimination, to mention but a few. It can make an employee's life a misery, lead to **stress-related illnesses**, and affect their **performance** and damage careers. The following guidelines are useful when an employee is experiencing unacceptable behaviour.



If someone harasses you, try to tell him/her that you do not like their behaviour and that you want them to stop. You might want to ask one of your colleagues, or your **union representative** – someone you feel you can trust – to accompany you to give you moral support. If necessary, they could also act as a witness. If you feel you can't face the harasser, you might prefer to write to them to explain that their behaviour is upsetting you and to ask them to stop. Let them know that you will take the matter further if they carry on. It's useful to keep a copy of the letter.

Note down all the behaviour that offends you in a diary. Record the date, time, and place, and the names of any other people who are there. This will help you to remember details if you decide to make a complaint.

If the harassment is affecting your health, for example, causing symptoms of stress or depression, go to see your doctor.

The next step would be to report the harassment to your employer. You could go to your **HR department** (if there is one) and ask what your company's procedures are for reporting a **grievance**. Alternatively, go to your union representative (if there is one). Make a record of the date you complained about the harassment, who you spoke to, what was said, and what action was agreed on. This will be important if you decide later that you want to go to an employment tribunal.

Whoever you report to should make certain that your complaint is investigated and that something is done about it.

Text adapted from *English for Personal Assistants* by Annie Broadhead and Ginni Light.



Now it's your turn

Find words or phrases in the guidelines above which mean:

Matching exercise

Statements	Match	Phrases
To make someone unhappy or anxious by causing them problems.	<input type="checkbox"/>	1. Witness.
An organisation of workers from a particular profession which represents and protects the rights of the workers.	<input type="checkbox"/>	2. To offend.
Approval and encouragement.	<input type="checkbox"/>	3. Symptoms.
A person who sees an event happening, especially a crime or accident.	<input type="checkbox"/>	4. Grievance.
To upset or hurt someone's feelings.	<input type="checkbox"/>	5. Union.
Signs of illness or physical or mental changes which are caused by a disease.	<input type="checkbox"/>	6. Tribunal.
Complaint or strong feeling that you have been treated unfairly.	<input type="checkbox"/>	7. To harass.
Special court dealing with problems to do with work.	<input type="checkbox"/>	8. Moral support.

Submit



Now it's your turn

In line seven of the previous text, it is suggested that a letter could be written to a harasser if speaking to them is difficult. Complete the letter below with suitable phrases from the box.

constitute / does / direct / directly / find / making / nature / point / such / take

Dear Mr. Ford

I am writing to [] out to you that I [] one aspect of your behaviour towards me unacceptable; that is, the comments of a sexual [] which you [] towards me. For example, yesterday afternoon, when I was picking up a piece of paper from the floor, you said: "couldn't you do that again, I love a bit of leg".

I find comments [] as these very upsetting and I believe they [] sexual harassment.

I am asking you to stop [] such comments either [] to me or indirectly about me.

If this behaviour [] continue, I will have no alternative but to [] the matter further.

Yours sincerely,
Pauline Johnson.

1.2.- Now you put it into practice (I).

You should know

For further information about Harassment at the office watch the following video.

Watch the video and try to understand the conversation, read the transcript only after that.



[Text summary](#)

2.- How to say it: The Causative.

Think about it

Read the following sentences carefully. What is the difference between them?

- ✔ *We are redecorating our office on Monday.*
- ✔ *We are having our office redecorated on Monday.*



Translation

[Click here to read the Spanish version.](#)

Tenses.

- ✔ The Causative can be used in any verbal tense, even the continuous form:

The Causative

Tense	Have/get something done
Present Simple.	<i>I have/get my hair cut.</i>
Past Simple.	<i>I had/got my hair cut.</i>
Present Continuous.	<i>I'm having/getting my hair cut.</i>
Past Continuous.	<i>I was having/getting my hair cut.</i>
Present Perfect.	<i>I have had my hair cut.</i>
Past Perfect.	<i>I had had my hair cut.</i>
Will.	<i>I will have my hair cut.</i>
Must.	<i>I must have my hair cut.</i>
Be going to.	<i>I'm going to have my hair cut.</i>

- ✔ Notice that to make the interrogative and negative form, the causative verb works like any other verb.
Do you have your car serviced regularly?

Did he get his house redecorated last week?

You won't have your eyes tested next week.

I'm not getting my hair cut today.

- ✔ To mention who performs the action we may add **by + the agent**. For example: *My boss is having his car repaired by a mechanic.*

Formulae.

To form the Causative we use the following structure: **subject+ have/get+ object+past participle**.

She is having/getting her office refurbished.

He had/got his car serviced by a beautiful woman.

Mary and Paul will have / get some pizzas delivered at home in a few minutes.

✔ *Notice that have/ get may be used in any context though have tends to be a little bit more formal, and get is more commonly used in the imperative form.
Sally is having a costume made.*

Get your room tidied at once!

Translation

[Click here to read the Spanish version.](#)

2.1.- Now you put it into practice (II).



Now it's your turn

Complete the following sentences using the Causative form.



I'm going ... at the new hairdresser's.

- to get my hair cut.
- to cut my hair.

She needs to ...

- have her car repairs.
- have her car repaired.

He ... while he was away on holiday.

- had his flat burgled.
- burgled his flat.

I ... my phone repaired after I dropped it.

- had.
- had to.

She didn't have time to get to the shops and ...

- get her film developed.
- develop her film.



Now it's your turn

Put the following sentences into the Causative form.

1. Ann is paying someone to paint her house.
Ann her house .
2. Somebody stole my purse while I was eating out.
I my purse when I was eating out.
3. The dentist will check my teeth tomorrow.
I my teeth by the dentist tomorrow.
4. Sarah and John paid an electrician yesterday to fix the lights.
Sarah and John the lights by an electrician yesterday.
5. My car doesn't work properly.
I should my car by a mechanic.

Submit



Now it's your turn

Rewrite these sentences using the causative form.

1. The mechanic changed the oil in my car.

2. The hairdresser cut my hair in a completely different style.

3. A decorator has repainted our house.

4. A friend of mine, who is an electrician, is going to repair my DVD player next week.

5. My jacket is being cleaned at a specialist cleaner's.

Submit

3.- Words you need: Legal framework for job contracts.

What is a contract of employment?

There is always a contract between an **employee** and **employer**. Your employer does have to give you a written statement within two months of you starting work. The statement must contain certain terms and conditions.

A contract gives both you and your employer certain rights and obligations. The most common example is that you have a right to be paid for the work you do. Your employer has a right to give reasonable instructions to you and for you to work at your job. These rights and obligations are called contractual terms.



The rights that you have under your contract of employment are in addition to the rights you have under law, such as, for example, the right to a national minimum wage and the right to paid holidays.

Generally, you and your employer can agree to whatever terms you wish to be in the contract, but you cannot agree to a **contractual term** which gives you less rights than you have under law.

A contract of employment will usually be made up of two types of contractual terms. These are:

- ✓ **Express terms.**
- ✓ **Implied terms.**

Express contractual terms.

Express terms in an employment contract are those that are explicitly agreed between you and your employer and can include:

- ✓ Amount of **wages**, including any **overtime** or **bonus pay**.
- ✓ Hours of work, including overtime hours.
- ✓ Holiday pay, including how much **time off** you **are entitled to** (nearly all full-time workers are entitled by law to 28 days' **paid holiday** - they may be entitled to more under their contract. Part-time workers are entitled to a **pro rata** amount).
- ✓ **Sick pay**.
- ✓ **Redundancy pay**.

Implied contractual terms.

Implied terms in an employment contract are those which are not specifically agreed between the employer and employee. Implied terms are:

- ✓ General terms which are implied into most contracts of employment.
- ✓ Terms implied by custom and practice.
- ✓ Terms from agreements made with the employer by a trade union or staff association.

Finally, let's remember that according to the type of contract, there are also different worker status:

- ✓ **Fix term contracts employees** are those workers on fixed term employment contracts, which means the contract contains a date when it will end.
- ✓ **Probationary periods.** It is common for employers to treat new employees as being in a probationary period when they first start work. The employer may then argue that you can be dismissed while you are in this probationary period with no **warning** (notice). Employers also often argue that employees do not have usual employment rights to, for example, pay or holidays, during this probationary period.
- ✓ **Short term contracts or seasonal workers.** Employers may hire employees on a series of short term contracts, usually lasting for about a year, but always less than one or two years, to try to avoid the employee gaining employment rights. They may also pay the employee only during a particular season, for example, during the summer to **pick fruit**, but the employee may be expected to go back and work for that employer each year during that season.
- ✓ **Trainee.** When you are learning how to carry out a job, your employer may call you **trainee** in your employment contract, to try to prevent you from having your **statutory** rights. Once your trainee period is over, you can be **hired** and become a normal worker.

3.1.- Now you put it into practice (III).



Now it's your turn

Read the text again and answer these questions. Good luck! As an employee you have



- the rights that you have under your contract of employment.
- the rights you have under the law.
- Both options above are correct.

Express terms are those ...

- which are written down on a contract.
- which have been agreed between the employer and the employee.
- which you have access through law.

Implied Contractual Terms are those which ...

- are usually agreed between the employee and the Trade Union.
- are usually agreed between the employer and the Trade Union.
- are usually agreed between the employer and the employee.

What kind of worker are you if your contract expires in two months time?

- A Seasonal worker.
- A Fix contract employee.
- A Trainee.

The expression “ Minimum Wage” is mentioned in the text above, what does it mean?

- It's the number of terms from agreements made with the employer by a trade union or staff association.
- It's the lowest remuneration that employers may legally pay to workers.
- It's the highest remuneration that employers may legally pay to workers.

Think about it

What is the "**Minimum Wage**" per hour for an adult over 21 in the countries below? If you don't have a clue, surf the net to help you. Good luck!

- ✓ Spain.
- ✓ UK.
- ✓ USA.
- ✓ France.
- ✓ Germany.
- ✓ Mexico.

3.2.- Job Contracts Vocabulary.

Job contracts usually employ a lot of legal words or expressions, which can make them difficult to understand, especially when dealing with job contracts in a foreign language. Here you have some of the most common words and expressions.



Job Contracts

Words	Translation
Agreement. (n).	Acuerdo.
Appendix. (n).	Apéndice. (normalmente al final del documento).
Arbitration. (n).	Mediador o mediadora. (persona acordada entre ambas partes para mediar).
Article. (n).	Artículo.
Clause. (n).	Cláusula.
Condition. (n).	Condición.
Express terms.	Acuerdos expresos a los que se ha llegado.
Force majeure. (n).	Fuerza mayor.
Fulfil. (v).	Cumplir, llevar a cabo.
Herein. (adv).	Aquí. (refiriéndose a un documento).
Hereinafter. (adv).	Más adelante, a continuación. (en un documento).
Hereto. (adv).	Aquí. ("attached hereto" aquí adjunto).
Heretofore. (adv).	Hasta este momento.
Implied.	Implícito.
Null and void.	Sin validez legal.
On behalf of.	En nombre de, de parte de.
On the one hand.	Por un lado.
On the other hand.	Por el otro lado.
Party. (n).	Parte. Una de las personas que firma el contrato.
Stipulate. (v).	Estipular.
Terms. (n).	Términos, condiciones.
Third party.	Tercero. Persona involucrada en un contrato.
Warrant. (v).	Garantizar.
Whereas. (conjunction).	En tanto que.
Bonus. (n).	Plus, paga extra, bonificación.
Dismiss. (v).	Despedir.
Employer. (n).	Patrón / patrona, persona que te emplea.

Words	Translation
Make redundant. (v).	Despedir.
Maternity Leave. (n).	Baja de maternidad.
Perk. (n).	Dietas.
Personnel manager. (n).	Jefe de personal.
Promotion. (n).	Ascenso.
Recruit. (v).	Emplear.
Resign. (v).	Dimitir.
Take on. (v).	Contratar.
Retire. (v).	Jubilarse.
Salary. (n).	Sueldo.
Staff. (n).	Plantilla, personal.

3.3.- Types of contract.

There are also different types of contract.



Types of contract

Contracts	Translation
Binding contract.	Contrato vinculante, que no se puede romper.
Exclusive contract.	Contrato de exclusividad, no se puede trabajar con nadie más.
Renewable contract.	Contrato renovable, que se puede renovar.
Non-renewable.	Contrato sin posibilidad de ser renovado.
Temporary contract.	Contrato temporal.
Terms of contract.	Cláusulas del contrato.
To draw up a contract.	Redactar un contrato.
Valid contract.	Contrato con validez legal.
Breach of contract.	Incumplimiento de contrato.

A step ahead

If you are curious about what a job contract looks like in English click on the following link.

[Job contract sample.](#) (178 KB)

Think about it

Jobcentre Plus is a government agency for working-age people in the U.K. The agency was formed when the Employment Service, which operated Jobcentres, [merged with](#) the Benefits Agency, which ran social security offices, and was [re-branded](#) as Jobcentre Plus on 1 April 2002.

Can you guess which is its Spanish equivalent?

A step ahead

If you are curious about the British system of unemployment, check the following official website.

[Jobcentre Plus U.K.](#)

3.4.- Now you put it into practice (IV).



Now it's your turn

Review the vocabulary in the '*Job Contracts Vocabulary*' section and match the following words with their definition.

Matching exercise

Words	Match	Definition
On behalf of.	<input type="checkbox"/>	01. Superior, power; unforeseeable event excusing one party from fulfilling contract.
Agreement.	<input type="checkbox"/>	02. In the interests of (person etc); for (person etc).
Terms.	<input type="checkbox"/>	03. He person or persons forming one side of an agreement.
Warrant.	<input type="checkbox"/>	04. Abbreviation of perquisite; something additional to regular salary (example: free meals; a car).
Party.	<input type="checkbox"/>	05. An arrangement between two or more people, countries etc; contract.
Bonus.	<input type="checkbox"/>	06. Conditions or stipulations.
Perk.	<input type="checkbox"/>	07. To give formal assurance; to guarantee.
Force majeure.	<input type="checkbox"/>	08. A fixed, regular payment, usually monthly, made by employer to employee.
Salary.	<input type="checkbox"/>	09. Period of absence from work (for a woman) when having a baby.
Maternity leave.	<input type="checkbox"/>	10. Additional pay given to employee as incentive or reward.

Submit











Have fun by taking a look at some job [jargon](#) and their meaning.

- ✔ **Competitive Salary:** We remain competitive by paying less than our competitors.
- ✔ **Flexible Hours:** Work 55 hours; get paid for 37.5.
- ✔ **Good Communication Skills:** Management communicates, you listen, figure out what they want you to do.
- ✔ **Ability to handle a heavy workload:** You whine, you're fired.
- ✔ **Career-minded:** We expect that you will want to flip hamburgers until you are 70.
- ✔ **Self-motivated:** Management won't answer questions.
- ✔ **Some overtime required:** Some time each night and some time each weekend.
- ✔ **Duties will vary:** Anyone in the office can boss you around.
- ✔ **Competitive environment:** We have a lot of turnover.
- ✔ **Sales position requiring motivated self-starter:** We're not going to supply you with leads; there's no base salary; you'll wait 30 days for your first commission check.
- ✔ **Casual work atmosphere:** We don't pay enough to expect that you'll dress up; well, a couple of the real daring guys wear earrings.
- ✔ **Some public relations required:** If we're in trouble, you'll go on TV and get us out of it.
- ✔ **Seeking candidates with a wide variety of experience:** You'll need it to replace three people who just left.
- ✔ **Problem-solving skills a must:** You're walking into a company in perpetual chaos.



Appendix.- Licenses of resources.

Licenses of resources used in session 3. "Wanna a sandwich"

Resource (1)	Resource information (1)	Resource (2)	
	By: Ivory Towerz. License: CC by-nc 2.0. From: http://www.flickr.com/photos/36658481@N06/3377179679/		By: Mkosu License: C From: http
	By: Jah~. License: CC by nc 2.0. From: http://www.flickr.com/photos/jahdakinebrah/4309581689/		By: Chris (C) License: C From: http
	By: Chrismear. License: CC by 2.0. From: http://www.flickr.com/photos/chrismear/4132167000		By: Ahmex License: C From: http://www
	By: Walwyn. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/overton_cat/2267349191		By: Eruvie License: C From: http
	By: Jovike. License: CC by-nc 2.0. From: http://www.flickr.com/photos/jvk/19894053/		By: Cogdo License: C From: http

