

HEALTH AND SAFETY.- Session 1.- The misunderstanding.

Situation

Read the text and listen to the situation.



Another day at the office begins. Mr Parker is very excited about something. Soon the girls will find out what all the **fuss** is about.

Mr Parker: Good morning girls. What a nice day, isn't it?

Lourdes: Right, Mr Parker. It's a lovely day. Why is everybody so excited today? Is there anything special going on?

Mr Parker: Well, **as a matter of fact**, there is. A health and safety training session is going to be held tomorrow. I'd like you to participate and learn as much as you can about this very important matter.



Susana: Hmm, that's great Mr Parker. May I ask you something? How long is this session going to take?

Mr Parker: Susana, health and safety in the workplace is a matter of great importance. The training session will take as long as it takes.

Lourdes: Wow, he didn't seem very happy... Well, it was just a misunderstanding. When he sees how interested we are in the training session, he'll forget about everything.

Susana: Really? I'm not so sure about that.

Lourdes: Yes, don't worry. Now, to begin with, I think we could do a little **research** about health and safety in the office, you know, to be prepared for the training session.

Susana: That's fantastic. Look, I found some very interesting documents. It says here that **hazards** at work can take a number of forms. For those in manufacturing industries, or industries involving heavy machinery, there are risks of injury, even death in accidents, collisions, etc.

Lourdes: That's true, but we are working in an office, so we are not at risk in that way.

Susana: Keep listening: "Those in office work can suffer injuries from improper lifting, or they can develop musculoskeletal conditions as the result of a poorly designed **workstation**."

"Risks can also be psychological, with stress and bullying causing many health problems."

Lourdes: Well, if that's true, then almost everybody is at risk.

Susana: Yes, I'm beginning to feel a little bit stressed myself. Shall we take a break?

Think about it

Write in the forum:

- ✔ Why is safety important in the work place?
- ✔ Are there any rules and regulations about health and safety in the office in your country?



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[Aviso Legal](#)

1.- What to say.

Quotation

"I don't answer the phone. I get the feeling whenever I do that there will be someone on the other end."
Fred Couples

Situation

The girls go to the canteen to have a coffee and they continue talking:

Susana: I don't know what to do. Do you think Mr Parker was really angry with me?

Lourdes: Hmm, perhaps. You might want to phone him and tell him that you were only joking.

Susana: Phone him?

Lourdes: Yes, he's out of the office for the rest of the day, but you might want to leave him a message or perhaps a voice mail message.

Susana: Right, I think that's a good idea, but I don't know how to leave a message in English.

Lourdes: I'm not sure about the right expressions to use, but don't worry. We'll find out.



It's very common to fix arrangements on the phone. Here are a few useful phrases to ask to speak to someone:

Asking to speak to someone.

Asking to speak to someone	Spanish
We say...	Nosotros o nosotras decimos...
Can you put me through to extension XXX, please?	¿Me puede pasar con la extensión XXX?
Can I have extension XXX, please?	¿Me puede pasar con la extensión XXX?
Extension XXX, please.	Extensión XXX, por favor.
Can I speak to Jane Kelly in the design department, please?	¿Puedo hablar con Jane Kelly del departamento de diseño?
I phoned a moment ago, but I was cut off.	Llamé hace un momento, pero se cortó.
I'll hold.	Esperaré.
I'll call back later.	Llamaré más tarde.
The operator says...	El operador o la operadora dice...
I'm putting you through.	Le estoy pasando.
Sorry to keep you waiting.	Perdone por hacerle esperar.
Do you want to hold or would you prefer to call back later?	¿Prefiere esperar o llamar más tarde?
I'm afraid the line's busy / engaged.	Lo siento, pero la línea está ocupada.
I'm sorry but there's no reply.	Lo siento, pero no hay respuesta.

You should know

Practise some questions and answers you are likely to need when speaking on the phone.

[Telephone language.](#)

2.- How to say it: Introduction to the Passive Voice.

Think about it

Did you notice how often the passive voice is used in English? Study these sentences.

- ✓ *The best wines are produced in the south of Spain.*
- ✓ *The robber was caught by two policewomen when he was crossing the frontier.*
- ✓ Who is the subject in each of these sentences?
- ✓ Who does the action?
- ✓ Does the subject do the action in these sentences?

We are going to try and explain these questions.

- ✓ **Active:** *We translate a book every year.* (A book: direct object).
- ✓ **Passive:** *A book is translated every year.*
- ✓ **Active:** *The children broke the windows.* (The windows: direct object).
- ✓ **Passive:** *The windows were broken by the children.* (By the children: by agent).



RULES.

- ✓ The direct object of the active sentence becomes the subject of the passive sentence.
- ✓ The verb "to be + past participle" is used in the same verbal tense as the active verb. The verb "to be" is in accordance with the new subject.
- ✓ The subject of the active sentence becomes the agent in the passive, when it is mentioned.

FORM.

- ✓ The passive of an active tense is formed by putting the verb "to be" into the same tense as the active verb.
- ✓ We add the past participle of the active verb.
- ✓ The active direct object becomes the passive subject.
- ✓ In the passive, we use "by + agent" to say who did the action.

Active and passive voice.

Active voice	Passive voice
<i>My grandma writes a letter every day.</i>	<i>A letter is written by my grandma every day.</i>
<i>My grandma wrote a letter yesterday.</i>	<i>A letter was written by my grandma yesterday.</i>
<i>He has sent two parcels today.</i>	<i>Two parcels have been sent today.</i>
<i>They are drinking tea now.</i>	<i>Tea is being drunk now.</i>

Translation

Click to read the Spanish translation.

2.1.- Passive voice: Usage.

What are the main differences in use between the passive and the active voice?

We normally use the passive:

- ✓ When the subject in the active (the person who does the action) is not known, unimportant or is obvious from the context.
 - *My motorbike was stolen last night.* (Who stole it? We don't know).
 - *Obama was elected president of the USA in November, 2008.* (By the Americans; it is obvious that only Americans voted for Obama).
- ✓ When it is more important to stress the thing done than the doer of it, that is to say, the action is more important than the subject of the action.
 - *My car was stolen last night* is more usual than *Thieves stole my car last night.*
 - *He was killed in the war* is more usual than *The enemy killed him in the war.*
 - *New roads have been made* is more usual than *Workers have made new roads.*
- ✓ The passive voice is often translated into Spanish by the "se" expression or by the third person plural.
 - *English is spoken here.* = Se habla inglés aquí.
 - *He was killed in the war.* = Lo mataron en la guerra.
 - *The concert has been cancelled.* = Han cancelado el concierto / El concierto se ha cancelado.



The passive voice is commonly used in newspapers headlines and boards. In these cases the verb "to be" is frequently omitted.

- ✓ *Popular politician found guilty* means *Popular politician was found guilty.*
- ✓ *Sold* means *This has been sold.*
- ✓ *Three shot at night* means *Three people have been shot or were shot at night.*
- ✓ *3 year old boy rescued from a well* means *3 year old boy was rescued from a well.*

Translation

Click if you want to read the Spanish translation.

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

Now we are going to find out if you understand passive voice. This should be very easy.



Now it's your turn

Put into the passive the following sentences. Remember the subject must agree with the verb.

- Ann invited Peter to a night party.
✓ Peter by Ann to a night party.
- Somebody stole my purse while I was eating out.
✓ My purse while I was eating out.
- My uncle makes bread every night.
✓ Bread by my uncle every night.
- Someone has washed this shirt.
✓ This shirt .
- They have cancelled all flights because of the storms.
✓ All flights because of the storms.
- They serve hot sausages until 4:00 pm.
✓ Hot sausages until 4:00 pm.
- Somebody has cleaned my room today.
✓ My room today.
- Teachers used chalk in the classroom in the past.
✓ Chalk (by teachers) in the classroom in the past.





Now it's your turn

Put into the passive these negative and interrogative sentences. Use contractions where possible.

- We don't pay the electricity bill every month.
✓ The electricity bill every month.
- People don't grow the best oranges in England.
✓ The best oranges in England.
- They didn't discover America in 1592.
✓ America in 1592.
- Did anybody call the police?
✓ the police ?
- When did Columbus discover America?
✓ When America (by Columbus)?
- Why did they shoot him?
✓ Why he ?
- When did they build that old church?
✓ When that old church ?
- Where do people make the best leather bags?
✓ Where the best leather bags ?





Now it's your turn

Put into the passive these sentences in continuous tenses.

- My workmate was using my computer when I got home.
✓ My computer by my workmate when I got home.

2. Don't turn off the TV because they are watching it.

✓ Don't turn off the TV because it .

3. Someone is cleaning the rooms now.

✓ The rooms now.

4. They were listening to the radio for two hours.

✓ The radio to for two hours.

3.- Words you need: Telephone language.

Sometimes, the person we want to speak to is not available and we might want to leave a message. Below there is a list of useful expressions you can use in case you need to leave a message.



Leaving a message.

Leaving a message	Spanish
We say...	Nosotros o nosotras decimos...
This is / It's John here.	Soy John.
Can / Could I speak to Mary, please?	¿Puedo / Podría hablar con Mary?
I'm calling about the meeting tomorrow.	El motivo de mi llamada es la reunión de mañana.
I'm calling to confirm that the meeting will start at 10 am.	Llamo para confirmar que la reunión comenzará a las 10 de la mañana.
Is this a good time to call?	¿Es un buen momento para hablar?
Could I leave a message?	¿Podría dejar un mensaje?
Could you tell Mary that...?	¿Podría decirle a Mary que...?
Could you ask Mary to call me back?	¿Podría pedirle a Mary que me llamara?
The operator says...	El operador o la operadora dice...
Can I ask who's calling?	¿Quién llama, por favor?
Which company are you calling from?	¿De qué empresa está llamando?
May I ask what it's about?	¿Me permite preguntarle cuál es el motivo de su llamada?
Can I take a message?	¿Quiere dejar un mensaje?
Would you like to leave a message?	¿Quiere dejar un mensaje?
I wonder if you could call back later.	¿Podría volver a llamar después?
When leaving a voice mail message...	Cuando dejamos un mensaje en el contestador...
Hello, this is John Milton.	Hola, soy John Milton.
It's Monday, 10 July. It's 11 am.	Es lunes, 10 de julio y son las 11 de la mañana.
I urgently need to talk to you about our project.	Necesito hablar con usted urgentemente acerca de nuestro proyecto.
Please call me back on 0800 854 679.	Por favor, llámeme a este número: 0800 854 679.
I will be in the office until 5 pm.	Estaré en la oficina hasta las 5 de la tarde.

Think about it

Read the following situation and leave a voice mail in the forum.

You are arranging a video conference between your boss and Mrs Schmidt in Berlin. Ring Mrs Schmidt and leave her a voice mail asking at what time it would suit her to receive the video conference call.



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

Now let's test what we have learned. It should be easy to do the following exercises.



You should know

Listen to two voice mail messages and answer the questions.

[Voice mail on the theatre.](#)

[Voice mail announcement.](#)

Listen to a man leaving a message on an answering machine and answer the questions. Then do the vocabulary exercise.

[Answering machine.](#)

[Answering machine: Vocabulary.](#)

A piece of advice

If you want to sound professional when leaving a voice mail message, check out the following website. There are some tips you might find useful.

[How to leave the perfect voice mail message.](#)

Think about it

Do you remember the comedy series Seinfeld? George, Seinfeld's friend has a very peculiar answering machine message. A girl is trying to break up with him, but he keeps avoiding her. In what way does he manage to do that?



[Text summary](#)

3.2.- Health and safety.

Here's a list of vocabulary related to health and safety issues for people at work.



Health and safety.

English	Spanish
Dangerous machinery.	Maquinaria peligrosa.
Evacuation procedures.	Protocolo de evacuación.
Fire detection system.	Sistema de detección de incendios.
Fire drill.	Simulacro de incendio.
Fire extinguisher.	Extintor.
Fire hazards.	Riesgos de incendio.
First aid.	Primeros auxilios.
Flammable materials.	Materiales inflamables.
Hazardous substances.	Sustancias peligrosas.
Hearing protection.	Protección para los oídos.
Heating and air-conditioning.	Calefacción y aire acondicionado.
Helmet.	Casco.
Repetitive strain injury or RSI.	Lesiones de estrés repetitivo.

You should know

Now you can read a text on firework safety and then take a quiz to test what you have learned.

[Firework safety: Text.](#)

[Firework safety: Quiz.](#)

A step ahead

If you want to learn more vocabulary related to health and safety, take a look at the following websites.







[Health and safety: Vocabulary.](#)

[Health and safety: Exercise.](#)

[Health and safety: Gap-fill text.](#)

Appendix.- Licenses of resources.

Licenses of resources used in session 1. "The misunderstandi

Resource (1)	Resource information (1)	Resource (2)	
	By: Paul Downey. License: CC by. From: http://www.flickr.com/photos/psd/4426921/		By: Jwvz License: From: http://ww
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