

Unit 6. Communicative Activities.



Caso práctico

Read the text and listen to the situation.

The girls are back at home and **Monica** receives a phone call.

Monica: Hello? Monica speaking.

Pablo: Hi Monica! It's Pablo. How are you?

Monica: I'm fine, thanks. How are you? How are things with your boss, Mr. Taylor?

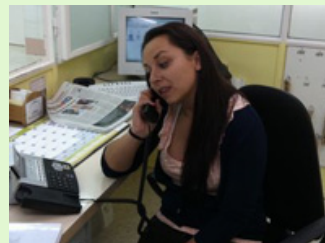
Pablo: I'm great. I followed your advice and things have worked out perfectly. My boss and I finally

made up. He was a little angry with me because he thought I had not done the job he had given me, boss stuff, you know...

Monica: Well. Good for you!

Pablo: Are you going out today? It is Friday and the weekend is here.

Monica: Yes, we can go out with Eva and her friends.



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1.- Reading exercise.

Read the following dialogue carefully and answer the questions:

- ✓ **Rory:** So I was thinking about my current job.
 - ◆ **Abidemi:** Uh-hmm.
- ✓ **Rory:** And I think I like it because my work schedule is so good.
 - ◆ **Abidemi:** Yeah.
- ✓ **Rory:** I work Monday and Tuesday, then I have a day off. Then I work Thursday and Friday, and then I have the weekend off. And I get five months holiday, yeah.
 - ◆ **Abidemi:** Wow. 🙌 Sign me up.
- ✓ **Rory:** So I mean, what's a good work schedule for you?
 - ◆ **Abidemi:** I think what you've just described sounds really good as well. When I was younger actually, I don't know where this idea came from but my ideal work hours were 9:00 until 2:00.
- ✓ **Rory:** Okay.
 - ◆ **Abidemi:** Not 9:00 until 5:00 like you usually hear in a lot of Western countries, but 9 o'clock to 2 o'clock.
- ✓ **Rory:** Right.
 - ◆ **Abidemi:** I don't know. So maybe for me, if I could do it, if I could find something like that, it would be really good because you can sleep in until maybe 7:00 or 8:00, go to work, finish at 2:00, still come back and have a good 🙌 chunk of that day to do other things. So...
- ✓ **Rory:** Yeah. So my previous job was quite – I started at 9:30 and I finish at 12:30. I worked five days a week but it was great because work was finished by lunch time. I had the whole day free. And that was a good job.
 - ◆ **Abidemi:** And you still got a full time salary?
- ✓ **Rory:** And that was a full-time salary, yeah.
 - ◆ **Abidemi:** Wow. It sounds even better than this one, maybe.
- ✓ **Rory:** Yeah. In the past – I mean, I've worked in restaurants where you work only in the evenings. So I'd start at 5:30 and work until around midnight. I didn't like that as much because all day, I was thinking, "I've got to go to work later." So I think I prefer working in the morning and 🙌 get it behind me as soon as possible.
 - ◆ **Abidemi:** I think maybe I'm the same way as well. I prefer to get it down and then have the rest of the day to enjoy. Also, I had a job where I was working during the weekend. And I would have Mondays and Tuesdays off. And I didn't really like that. I missed seeing friends on the weekend and then going out. So I don't think I would like anything like that. How about not working? Do you think – how long do you think you could go without not having to work?
- ✓ **Rory:** Well, it's funny because this job now I have really long vacations but I'm not happy when I'm not working. Like my wife gets very frustrated with me because if I have nothing to do, I tend to be a bit annoying around the house, just 🙌 getting depressed, just arguing all the time. But I don't need much work. I could just do like an hour a day, I think that would be enough to make me happy.
 - ◆ **Abidemi:** Okay. How long could you go without having to work? A week or two?
- ✓ **Rory:** I could probably go a couple of months.
 - ◆ **Abidemi:** Okay. Without having to work at all.
- ✓ **Rory:** Yeah, if I have other things to do, you know.
 - ◆ **Abidemi:** All right.
- ✓ **Rory:** So if I had other projects like if I was doing a lot of training for running or if I was studying, if I had a good book then I could probably go quite a long time.
 - ◆ **Abidemi:** Yeah. 🙌 I get pretty restless myself, too. I think after three, four days of not having anything to do, I just want – I really need something. Maybe, like you said study or learn or go out and do something, have a project, have a 🙌 goal. I think, yeah, my personality type needs to constantly do something, produce. Yeah.
- ✓ **Rory:** Yeah. When I worked in Europe, I used to do – I used to teach for one or two weeks intensively, and then have three or four weeks off. And it was quite nice because I had lots of free time but after two or three weeks of free time, 🙌 I was quite looking forward to the next block, the next block of teaching. But teaching these intensive blocks can be quite – 🙌 it can be quite tough as well. Like I have to – I did a six-week block in Russia once, and after three weeks, I just wanted to go home. Six weeks was too long.
 - ◆ **Abidemi:** Wow. I see.
 - ◆ **Abidemi:** How intensive was it?
- ✓ **Rory:** Well, the job in Russia was really intensive because I was living with the students in a residential

university. And so we had breakfast together and then I taught them from half past eight in the morning until half past six in the evening.

- ◆ **Abidemi:** Wow.
- ✓ **Rory:** We had lunch together, and then we had dinner together in the evening.
 - ◆ **Abidemi:** Wow.
- ✓ **Rory:** And there was one bar in the university, and we all went to the same bar in the evening as well.
 - ◆ **Abidemi:** And you had the same group of students?
- ✓ **Rory:** The same group of students.
 - ◆ **Abidemi:** For six weeks?
- ✓ **Rory:** For six weeks and it was six days a week of teaching.
 - ◆ **Abidemi:** Wow. I can – if you the teacher felt like that, I can only imagine how the students must have felt. They must have wanted a break badly.
- ✓ **Rory:** Yeah. We all wanted a 🍷 break.



Did you understand it? Let's check...

He has a day off on ____ .

- Monday
- Wednesday
- Friday

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option
3. Wrong

He gets ____ months holiday.

- two
- three
- five

Wrong

Wrong

Correct Option

Solution

1. Wrong
2. Wrong
3. Correct Option

She would like to _____ at 2.

- start work
- take a nap
- finish work

Wrong

Wrong

Correct Option

Solution

1. Wrong
2. Wrong
3. Correct Option

He likes working _____ .

- mornings

evenings

weekends

Correct Option

Wrong

Wrong

Solution

1. Correct Option
2. Wrong
3. Wrong

He gets depressed when he has too much _____ .

work to do

time off

homework

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option
3. Wrong

2.- Listening exercise.



Autoevaluación

Listen to the following dialogue and complete the text with the missing words about arranging, rescheduling and cancelling appointments.


🎵 LISTENING

- ✓ Good morning. Spencer and Thornton Associated. Mary Taylor [redacted] .
- ✓ Good morning. That's Tom Jones from Standstat Ltd. I'm phoning [redacted] Mr. Tackle, our sales manager.
- ✓ Oh. I see. How [redacted] I help you?
- ✓ Mr. Tackle [redacted] like to arrange a [redacted] with Mr. Season for next week. Is it possible?
- ✓ Let me see Mr. Season's [redacted] . Mr. Seasons is free Tuesday afternoon. Does it [redacted] you?
- ✓ I'm sorry. I'm afraid Mr. Tackle is [redacted] on Tuesday afternoon. I [redacted] whether it would be possible to [redacted] the [redacted] for Wednesday morning.
- ✓ Wednesday morning...? Oh! That's [redacted] Mr. Season will not be here [redacted] Wednesday [redacted] Friday next week, but he is [redacted] Monday morning.
- ✓ Monday morning will be [redacted] t as well for Mr. Tackle. [redacted] eleven thirty?
- ✓ Yes, that suits me [redacted] .
- ✓ Ok, so Mr. Seasons will be there next Monday at eleven thirty. Thank you very much for your [redacted] .
- ✓ Thank you very much. It has been a [redacted] and do not [redacted] to contact us if there is any [redacted] .

Submit

If you had problems with this exercise, you can read the listening script.

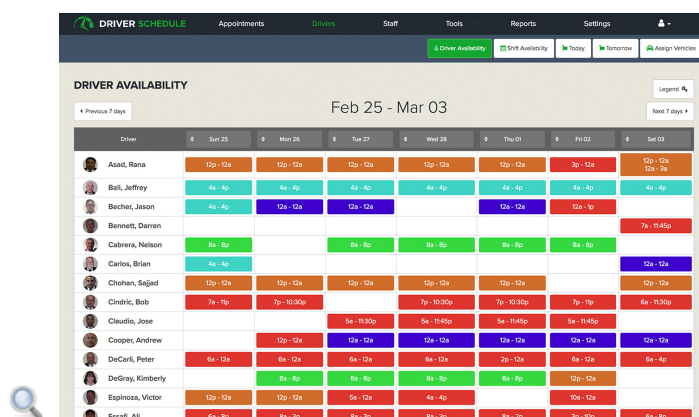
3.- Speaking exercise.

Imagine that you work for VTC also called “car with driver” that it’s a company that has a fleet of drivers to move their clients from one place to another. The VTC is the guarantee of having a car with a driver at your disposal,  whatever the place or the desired schedule.

Look at the driver schedule and reply the following questions:

1. A client calls to request the services of Jeffrey Ball for Thursday the 27th at six in the afternoon. What would you answer him? and what other options would you suggest him?
2. Another client calls to request the services of Andrew Cooper on Friday 02 at 12 am, what would you say her?

Record your description and listen to it again.



Driver	Sun 25	Mon 26	Tue 27	Wed 28	Thu 29	Fri 02	Sat 03
Asad, Rana	12p - 12a	12p - 12a	12p - 12a	12p - 12a	12p - 12a	3p - 12a	12p - 12a 12a - 2a
Ball, Jeffrey	4a - 4p	4a - 4p	4a - 4p	4a - 4p	4a - 4p	4a - 4p	4a - 4p
Becher, Jason	4a - 4p	12a - 12a	12a - 12a			12a - 1p	
Bennett, Darren							7a - 1445p
Cabrera, Nelson	8a - 8p		8a - 8p	8a - 8p	8a - 8p	8a - 8p	
Carlos, Brian	4a - 4p						12a - 12a
Chohan, Sajjad	12a - 12a	12p - 12a	12a - 12a	12p - 12a	12p - 12a		12p - 12a
Cindric, Bob	7a - 1p	7p - 1030p		7p - 1030p	7p - 1030p	7p - 1p	6a - 1330p
Claudio, Jose			8a - 1030p	8a - 1445p	8a - 1445p	8a - 1145p	
Cooper, Andrew		12p - 12a	12a - 12a	12a - 12a	12a - 12a	12a - 12a	12a - 12a
DeCarl, Peter	6a - 12a	6a - 12a	6a - 12a	6a - 12a	2p - 12a	6a - 12a	6a - 4p
DeGray, Kimberly		8a - 8p	8a - 8p	8a - 8p	8a - 8p	12p - 12a	
Espinosa, Victor	12p - 12a	12p - 12a	5a - 12a	4a - 4p		10a - 12a	
Essaf, Ali	6a - 8p	8a - 8p	8a - 8p	8a - 8p	8a - 8p	3p - 10p	6a - 8p

4.- Writing exercise.

Imagine that you work as customer service staff in a company, RR Ltd., and you have made an appointment with a client (Mr. William). However, you **cannot attend** to it and you decide to contact him to postpone it. Complete the dialogue by apologizing and explaining that your schedule has changed **unexpectedly** and you need to change the appointment.

Client: Good morning. May I help you?

You (Customer service): Good morning. Could I speak to Mr. William, please?

Client:

You (Customer service):

Client:

You (Customer service):

Client:

...



Translation

Show Feedback

Client: Good morning. May I help you?

You (Customer service): Good morning. Could I speak to Mr. William, please?

Client: I'm sorry. He is not in but if you want, you can leave a message.

You (Customer service): Yes, please. I had arranged an appointment with Mr. William. But I'm afraid my schedule has changed and I'm forced to postpone it. Would it be possible to move it up to 13:00 the same day?

Client: Oh, I see! Let me see ... There's no problem, we can postpone it.

You (Customer service): Oh, thank you. So we will move it to an earlier hour. Thank you very much.

Client: Thank you. Bye.

Appendix.- Licences of resources.

Licences of resources used in session Communicative Activities.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	By: Lady_K. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/krista_g/2386400492/		By: Marcin Wichary. License: CC by 2.0. From: http://www.flickr.com/photos/mwichary/2132379434/
	By: Sean dreilinger. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/seandreilinger/5208697698/		By: Shawn Econo. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/shawnecono/145424142/