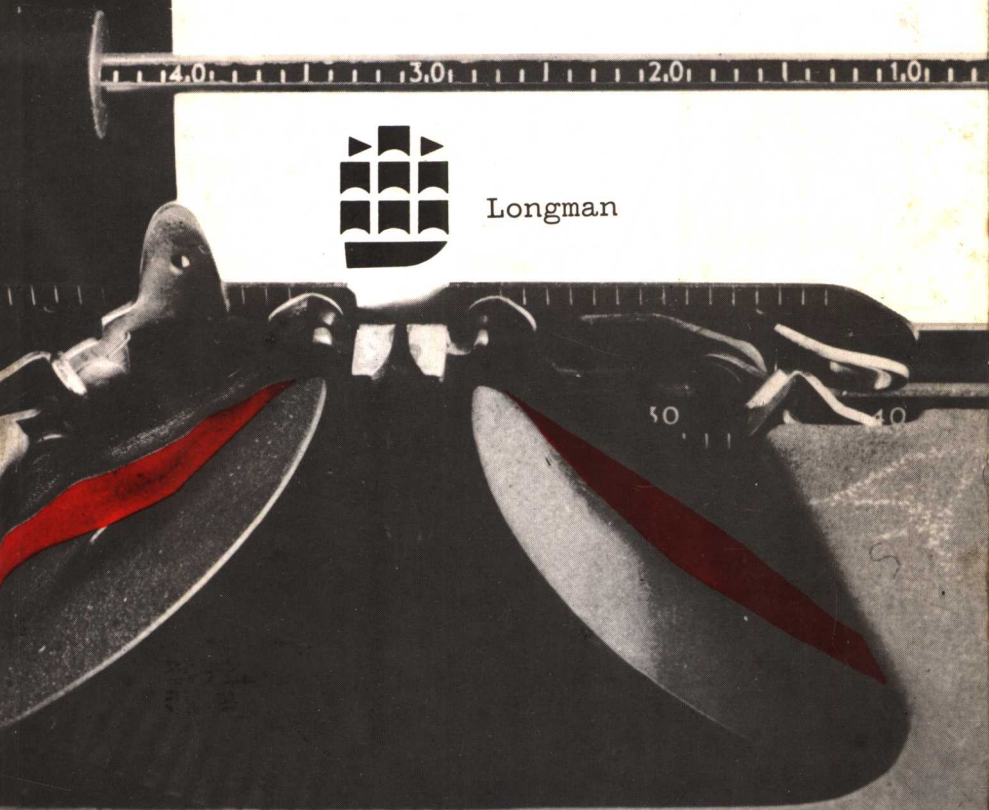


ENGLISH AT WORK

Michael Knight/Bea Woolrich



Longman



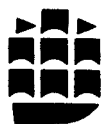
English at Work

by

MICHAEL KNIGHT

BEA WOOLRICH

Illustrated by David Knight



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Foreword

ENGLISH AT WORK is for students who have been learning English for about two years and for those who need to revise their English quickly and practically.

ENGLISH AT WORK contains:

- a revision of English grammar,
- vocabulary and phrases for everyday situations,
- vocabulary and phrases for the special needs of business and industry
- and information about Britain and British economic life.

There is also a full glossary at the end of the book.

Each lesson has three parts: a text presenting new structures and vocabulary in a realistic situation; explanation of grammar and idioms; and exercises for controlled practice in speech and writing.

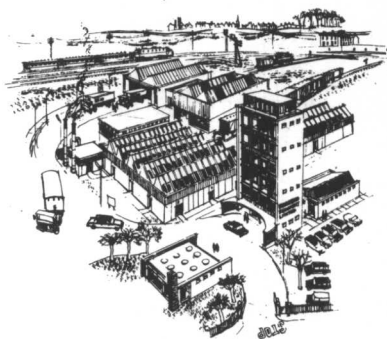
Several of the exercises lead to class or group conversations or discussions and to written composition. These activities are the final goals of language learning: free language production for the purpose of exchanging and expressing ideas and information. We hope that ENGLISH AT WORK provides both a firm basis and many opportunities for such work.

We are greatly indebted to the Extra-Mural Board of Stockholm University and many of its teachers, past and present, whose interest in language teaching encouraged us to write this book. In particular we should like to thank Ian Dunlop, M.A., of the British Centre, Stockholm, for his valuable advice and suggestions on a great many points.

Contents

| | <i>Page</i> |
|--------------------------------------|-------------|
| LESSON 1 Household Equipment Limited | 1 |
| At the Reception Desk | 1 |
| In Mr Drummond's Office | 2 |
| LESSON 2 The Accountant's Office | 9 |
| The Telephone Exchange | 10 |
| The Workshops | 11 |
| The Canteen | 12 |
| LESSON 3 Jill Smith - Office worker | 19 |
| LESSON 4 Joe Worth - Factory hand | 25 |
| LESSON 5 Getting a job | 34 |
| In Mr Conway's Office | 35 |
| LESSON 6 An Interview | 41 |
| LESSON 7 Free Time | 47 |
| LESSON 8 Conversation at the Pub | 54 |
| LESSON 9 A Committee Meeting | 63 |
| LESSON 10 In the Canteen | 71 |
| Safety precautions | 72 |
| Famous last words | 72 |
| LESSON 11 Manufacturing | 77 |
| LESSON 12 The 'Home' Factory | 81 |
| LESSON 13 Sales and Orders | 86 |
| LESSON 14 Delivery and Sale | 91 |
| LESSON 15 Round the Works | 99 |
| LESSON 16 Facts about Great Britain | 106 |
| LESSON 17 'Etiquette' | 112 |
| LESSON 18 Out to Dinner | 120 |
| LESSON 19 Touring England | 124 |
| LESSON 20 Cars | 131 |

| | <i>Page</i> |
|--|-------------|
| LESSON 21 Town and Country | 137 |
| LESSON 22 A Tea Party | 144 |
| A Cocktail Party | 144 |
| LESSON 23 A Family Budget | 147 |
| LESSON 24 Export to live - the National Budget | 152 |
| LESSON 25 Newspapers | 157 |
| LESSON 26 Holidays and Entertainments | 164 |
| Glossary | 170 |



Household Equipment Limited

Household Equipment Ltd have a new factory in England. You can see the factory buildings in the picture above. The office block is on the right. It is a tall building. The long, low buildings on the left are the workshops, and near them are the large warehouses and stores. They are near the railway line and the transport garages. The canteen is in front of the office block. The small building behind the office block is the research and design department. Household Equipment have about 550 employees - office staff and factory workers, men and women.

At the Reception Desk

MR ALLEN: Good morning. Can I see the General Manager, please?

RECEPTIONIST: Good morning. Have you an appointment?

MR ALLEN: Yes, at 10 o'clock.



RECEPTIONIST: What's your name, please?

ALLEN: Allen.

RECEPTIONIST: Just a moment please, Mr Allen . . . Mr Drummond, Mr Allen is here. He has an appointment at 10 . . . Yes, at once, Mr Drummond. This way please.

**In Mr
Drummond's
Office**

RECEPTIONIST: Mr Allen.

DRUMMOND: Good morning, Allen. It's nice to see you again. How are you?

ALLEN: Oh, very well, thanks. How are you?

DRUMMOND: Oh, I'm fine thanks, but I'm very busy, of course.

ALLEN: Yes, I'm sure you have a lot to do in a new factory.

DRUMMOND: Well, yes, we have. But we're all very pleased with it. Cigarette?

ALLEN: Yes, please.

DRUMMOND: Have one of these.

ALLEN: Thanks. Well, I hope I can see it all. Have you got time to show me round?

DRUMMOND: Of course. Let's start now. This is our office block. You can see round it in a moment. We have the administrative departments here - accounts, sales and orders, personnel and so on. The office desks and chairs are Swedish, by the way.



ALLEN: Mmmmm. Very nice and modern.

DRUMMOND: They are, aren't they . . . Come over to the window. Those are the workshops . . . no, over there, on the left.

ALLEN: Ah yes, I see. What a lot of lorries outside! Is

transport a problem?

DRUMMOND: Oh no. We're near the main line to London and we also have a lot of heavy lorries, as you can see.

ALLEN: What's the building in front of us?

DRUMMOND: Our new canteen.

ALLEN: New canteen! New desks and chairs! New workshops and lorries! Everything's perfect.

DRUMMOND: Not quite everything. Come and try the canteen coffee!

Questions

- 1 Where is Household Equipment's new factory?
- 2 What can you see on the right of the picture?
- 3 What are the long, low buildings on the left?
- 4 What can you see near them?
- 5 What is near the railway line?
- 6 What is the small building behind the office block?
- 7 How many employees have Household Equipment got?
- 8 Who has an appointment with the General Manager?
- 9 What is the General Manager's name?
- 10 What time is the appointment?
- 11 What is Mr Drummond pleased with?
- 12 What is the first department they see?
- 13 Are the desks and chairs English or Swedish?
- 14 Have Household Equipment got many lorries?
- 15 Is everything perfect at Household Equipment?

Explanations

| | SHORT FORM | | SHORT FORM |
|----------|---------------|-----------|---------------|
| I am | I'm | I have | I've (got) |
| you are | you're | you have | you've (got) |
| he is | he's | he has | he's (got) |
| she is | she's | she has | she's (got) |
| it is | it's | it has | it's (got) |
| we are | we're | we have | we've (got) |
| they are | they're | they have | they've (got) |

- 1 When you *speak* English, you usually say the short forms of the verbs *be* and *have*, as you can see above.

I'm fine. We're all very pleased. What's your name?

- 2 You often hear people say *got* after *I've*, *you've*, etc.

I've got a car. They've got a garage.

- 3 But in questions that begin with these two verbs, and in short answers that end with them, always say the full form.

Are you there? Yes, I am. Is she there? Yes, she is.

Have you an appointment? Yes, I have.

Have you got a car? Yes, I have.

- 4 Household Equipment Ltd is a company, so you say:

Household Equipment *have* a new factory.

They have about 550 employees.

- 5 In English, especially technical and business English, you can make words by putting two nouns together.

transport garages

office staff, office block

research and design department

Transport garages are garages for transport.

The office staff are the staff in an office.

An office block is a block of offices.

The research and design department is the department for research and design.

Phrases

Good morning – say this to people you do not know, or only know a little, when you meet or leave them before lunch-time. The answer is: '*Good morning*'.

Good afternoon – say this to people you do not know, or only know a little, when you meet or leave them between lunch-time and tea-time. The answer is: '*Good afternoon*'.

Good evening – say this when you *meet* people you do not know, or only know a little, after 6 o'clock.

Good night – say this when you leave and it is after 8 o'clock at night.

Good-bye - this is the usual phrase you say when you leave, in the morning, the afternoon or the evening.

Bye-bye } - you can say these informal phrases to friends
Cheerio } when you leave.

Hello (hullo, hallo), how are you? - say this to friends when you meet. The answer is, for example, '*Very well, thanks. How are you?*'

How do you do - say this phrase when you meet a person for the first time. The answer is the same: '*How do you do.*'

Please - this is a very important word. Say it when you ask for something:

Can I see the manager, please?

What's your name, please?

or when you want a person to do something:

Come this way, please.

Sit down, please.

or when you say you want something:

Cigarette? Yes, please.

Would you like a cup of tea? Yes, please.

Thank you (Thanks) - is another important word. Say it when a person helps you.

Here's the telephone. Thank you.

or when a person gives you something:

Have one of these. Thanks.

or when you say you do *not* want something:

Would you like a cup of coffee? No, thank you.

Thank you very much is a very polite phrase.

Just a moment, please - Wait a moment, please.

This way, please - Come with me, please.

Can I see Mr X, please? - Is Mr X in, please?

Exercises

I Answer with the right phrase:

1 How do you do.

2 Good morning.

- 3 Hallo, how are you?
- 4 Cigarette?
- 5 What's your name, please?
- 6 Cigar?
- 7 Can I speak to the manager, please?
- 8 Can you take me to the manager's office, please?
- 9 Good-bye.
- 10 Good afternoon.

2 Put the phrases in A together with the right phrases in B:

- | | | | |
|---|---|---|-----------------------------------|
| A | 1 Hello. | B | 1 No, thank you. |
| | 2 How do you do. | | 2 Very well, thanks. How are you? |
| | 3 Coffee? | | 3 Just a moment, please. |
| | 4 Tea? | | 4 Thank you very much. |
| | 5 How are you? | | 5 Good night. |
| | 6 Can I see Mr Jones, please? | | 6 Hullo. |
| | 7 Cheerio. | | 7 This way, please. |
| | 8 Can you take me to the accounts department, please. | | 8 Yes, please. |
| | 9 Good night. | | 9 Bye-bye. |
| | 10 Here's your coffee. | | 10 How do you do. |

3 Complete this conversation:

Hullo. How ?

I'm H..... you?

Very

4 Fill in 'has' or 'have'; and 'am', 'are' or 'is'. Use the short form if possible.

- 1 ... you an appointment?
- 2 He an appointment at 10.
- 3 you the time?
- 4 We the administrative department here.
- 5 Household Equipment Ltd about five hundred employees.
- 6 She got a new car.
- 7 They Swedish.

- 8 Oh, I fine, thanks.
9 Those the workshops.
10 It a tall building.
11 I very busy, of course.
12 The office block in the middle.

5 Read this conversation and practise it with another person:

- 1 You've got my book, haven't you?
Have I? Oh yes, so I have.
2 He's got my pen, hasn't he.
Has he? Oh yes, so he has.

Instead of 'book' and 'pen' you can use: *watch, pencil, bag, newspaper, hat.*

6 Look at the picture and answer the questions. Use these prepositions in the answers:

*in front of
on the left of
near*

*behind
on the right of
in the middle of*



- 1 Is the factory on the left or on the right of the picture?
2 Is the man near the house?
3 Where is the car?
4 Are the trees behind or in front of the house?
5 Where is the man?
6 Is the car in front of the house or behind it?
7 Is the man on the left of the car?

8 Where is the house?

9 Where is the factory?

7 Can you put the opposites together?

| | |
|-------|----------------|
| men | short (road) |
| tall | small (office) |
| right | women |
| large | old (car) |
| long | low (building) |
| new | left |

8 This is the description of a man and his wife. Change the description by putting in the opposites of the words in *italics*.

He is a *large* man with *long* arms and a *big* nose. He has a *new* hat on his head and a *long* cigar in his *right* hand. His wife is very *small*. She has a *small* head and a *small* nose, her hair is *long*. She has an *old* watch on her *left* arm. The man and his wife are *in front of* a *tall* building. They are on the *right* of their *old* car.

9 Put the right word in these sentences:

- 1 We had lunch in the
- 2 Transport is not a problem; we have a lot of
- 3 The is at the reception desk.
- 4 There are 500 at the factory.
- 5 I have an to see Mr Drummond.

10 Give the right phrase for these descriptions:

a block of offices - an office block

- 1 Workers in a factory.
- 2 Staff in an office.
- 3 Garages for transport.
- 4 A desk for reception.
- 5 A department for research and design.
- 6 A line of a railway.
- 7 A building in a factory.
- 8 The department for sales.
- 9 A canteen for the staff.
- 10 A warehouse for coffee.

The Accountant's Office

There is a big desk in the middle of the room; behind it there is a chair, but no one is using it now. There is a table-lamp and a typewriter on the desk. There is a small table by the window and on it there is an electric adding machine. This is a very useful piece of equipment in an accountant's office.



Miss Pat Thomas is sitting at the table using the adding machine to add up some figures.

MISS THOMAS: 2, 9, 15, 36, 7, 88, 61, 4, 14, 40 . . .

MR JONES (*he is in the next room*): Miss Thomas.

MISS THOMAS: Yes, Mr Jones?

MR JONES: Are you doing anything important?

MISS THOMAS: I'm counting the sales totals for September.

MR JONES: Oh, all right.

MISS THOMAS (*to herself*): Thank goodness!

The Telephone Exchange

Miss Green, the telephonist, is sitting at the telephone exchange, which is near the reception desk. In front of her she has the switchboard.

MISS GREEN: Household Equipment. Good morning.

MR BROWN: Can I speak to Mr Jones, please?

MISS GREEN: One moment, please . . . I'm sorry, there's no reply. Who's speaking, please?

MR BROWN: Brown, of British Chemicals.

MISS GREEN: Can I take a message, Mr Brown?



MR BROWN: Yes, please. Can you ask Mr Jones to call me?
My number is Westly 17960.

MISS GREEN: Westly 17960. I'll ask him to ring you. Thank you.

MISS GREEN: Household Equipment. Good morning.

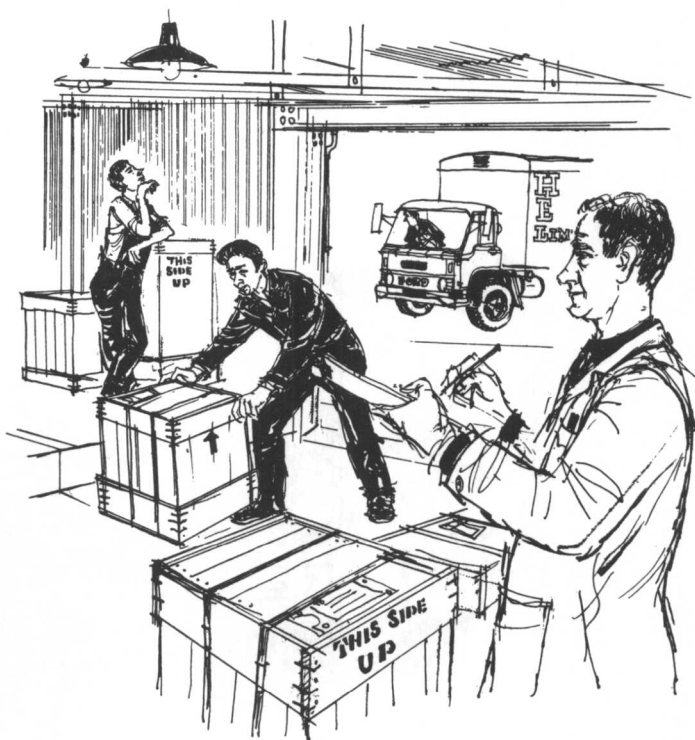
VOICE: Is there anyone there who can tell me something about employment at Household Equipment?

MISS GREEN: I'll put you through to the Personnel Department. One moment, please.

VOICE: Thank you.

The Workshops

There are several workshops in the factory for the various products of Household Equipment Ltd. Some men are carrying cases of chemicals into one of them from a lorry outside. George, the foreman, and Bill, are talking.



GEORGE: OK, Bill, put that lot down over there.

BILL: Right. There aren't any more.

GEORGE: Fine. What's the lorry-driver doing?

BILL: He's turning the lorry round.

GEORGE: And what's Fred doing over there?

BILL: Oh, he's dreaming about the match tonight.

GEORGE: Hey, Fred! There's some work to do, you know.

It's not the tea break yet.

FRED: Just a minute. I'm coming.