

1

U N I T

First Day at Work



Listening Comprehension

1 Listen and choose the correct replies.

1. _____
A. It doesn't matter. B. You're welcome. C. I'm so sorry.
2. _____
A. I like Mr Zhang. B. Nice to meet you, Mr Zhang. C. My name is Tom.
3. _____
A. Excuse me. B. Terrific. C. I don't know.
4. _____
A. Just clean and simple clothes.
B. Take two pills a day.
C. Be friendly and introduce yourself.
5. _____
A. You're welcome. B. Congratulations! C. Don't worry.

2 Listen and choose the correct answers.

1. What happened to the woman?
A. There was something wrong with her car.
B. She was lost.
C. She received a call for help.
2. What job did Zhao Bo get?
A. He got a job as an electrician.
B. He got a job as an IT engineer.
C. He got a job as a mechanic.

3. What does the woman think of her new job?
- A. Great but boring.
 - B. Easy and interesting.
 - C. Challenging but interesting.
4. What will the man probably do next?
- A. Read the orientation manual.
 - B. Start to work.
 - C. Go abroad.
5. What advice did the man give to the woman?
- A. Act the know-all.
 - B. Do not be afraid to ask for help if she has any questions.
 - C. Get to know her co-workers.

3 Listen and fill in the form.

Name	Age	Company position
Jim	1. _____	manager
Kevin	2. _____	3. _____
Frank	4. _____	5. _____



Vocabulary & Structure

- 1 Look at the words and expressions in the table and put them into different groups.**

IT engineer	HR Department	mechanic
Finance Department	chemical plant	electrician
Sales Department	workshop	salesperson
accountant	construction site	garage
Production Department	senior technician	warehouse

Job title	Company department	Workplace

2 Read the sentences and match them with the word or expressions.

1. Please show us around your factory.

A. wear a uniform

2. Welcome to join our company.

B. welcome aboard

3. Don't forget to wear formal clothes at work.

C. give... a tour of

4. Follow someone to watch and learn the operation.

D. orientation manual

5. Please read the New Employee Training Manual carefully.

E. shadow

3 Complete the dialogue using the proper form of the word or expressions above.

Jim: Hi, my name is Jim, Mr Jackson's assistant.

Lee: Nice to meet you.

Jim: Nice to meet you too. Here is a(n) 1. _____. It will help you understand your duties and our company culture.

Lee: Thank you. I will go through it later.

Jim: Follow me. Mr Jackson's office is by that window. He will be your supervisor. You can ask him any questions.

Mr Jackson: Hi, Lee. 2. _____!

Lee: Hi, Mr Jackson. I am glad I 3. _____ you in the future.

Mr Jackson: Jim will 4. _____ you _____ our workshop. Always remember to 5. _____.

Lee: OK, I'll change into it right now.

Reading & Writing

1 Match the departments with their functions.

1

HR Department

A. is responsible for organisation, planning, and coordination.

2

Sales Department

B. is in charge of production.

3

Administration
Department

C. is responsible for selecting and training new staff.

4

Finance
Department

D. makes sales and builds relationships with customers.

5

Production
Department

E. manages financial activity.

- 2** Read the excerpt of the orientation manual and decide if the statements are true (T) or false (F).

Orientation manual of the Engineering Department

Departmental mission and value

Mission: To be the best.

Value: Show we care.

Customers and safety come first.

Working hours & breaks

- Five days a week from Monday to Friday.
- You must inform your manager/supervisor two working days before asking for a day or days off.

Job responsibilities

- Install equipment and wiring in buildings.
- Repair or replace broken equipment or parts.
- Inspect the workplace routinely and maintain safety.

Requirements

- Wear a uniform.
- Follow the procedures.

- () 1. It is an orientation manual of the whole company.
- () 2. The staff in the department don't need to work at the weekend.
- () 3. Staff should tell the supervisor two weeks before asking for a day or days off.
- () 4. The Engineering Department is responsible for repairing equipment.
- () 5. The department doesn't require employees to wear a uniform at work.

- 3** Read the passage and help complete the email.

To win respect at work, a good place to start is good office etiquette. Here are some tips for work etiquette.

Be on time. The first tip for work etiquette is quite obvious. Employees

must go to and get off work on time instead of being late or leaving early.

Dress appropriately. The first impression matters and it can be vital to build your image. Therefore, choose what you wear at work wisely.

Use polite language. Communication is an essential part of work. In communication, employees should pay attention to what they say and the way they say it. Use polite language, such as “thank you” “hello” “sorry” etc., to show respect and friendly attitude to the person you are talking with.

Avoid eating at the office. If there are dining halls in companies, employees need to avoid having meals at the office. The smell of food will stay at the office for a period of time, which may damage the office environment and the company’s image.

From: Janice@123.com
To: Peter@123.com
Subject: Tips for work etiquette

Dear Peter,

I heard that you got your first job. Congratulations! Recently I just read an article about work etiquette and I want to share some tips with you. First of all, be 1. _____. It is better to get to work a bit early. Second, I suggest you prepare some formal clothes because it is important to dress 2. _____ in the company. Third, always use 3. _____ when you talk with your co-workers. Finally, avoid 4. _____ at the office, and have lunch in the 5. _____ rather than at your office.

I hope you have a good start there!

Yours sincerely,
Janice