

Документ подписан простой электронной подписью

Информация о владельце:

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Должность: проректор по учебной работе

Дата подписания: 07.02.2021

Уникальный программный ключ:

0b817ca911e6668abb13a5d426d39e5f1c11eabbf73e9745df4a4851fda56d089

МИНОБРНАУКИ РОССИИ

Федеральное государственное бюджетное образовательное

учреждение высшего образования

«Юго-западный государственный университет»

(ЮЗГУ)

Кафедра международных отношений и государственного управления

УТВЕРЖДАЮ

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« 21 » 01 2021 г.

ИНОСТРАННЫЙ ЯЗЫК (ВТОРОЙ) В СФЕРЕ ПРОФЕССИОНАЛЬНОЙ ДЕЯТЕЛЬНОСТИ (АНГЛИЙСКИЙ)

Методические указания для самостоятельной работы
для студентов направления подготовки
41.03.05 Международные отношения

Курск 2021

УДК 621.(076.1)

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Иностранный язык (второй) в сфере профессиональной деятельности (английский): методические указания для самостоятельной работы для студентов направления подготовки 41.03.05 Международные отношения/ Юго-Зап. гос. ун-т; сост.: К.А. Чеботарёва – Курск, 2021. – 30 с. – Библиогр.: с. 30.

Методические указания включают в себя тексты международной и страноведческой направленности, что подразумевается программой направления подготовки 41.03.05 Международные отношения.

Методические указания соответствуют требованиям программы, утвержденной учебно-методическим объединением по направлению подготовки 41.03.05 Международные отношения.

Методические указания предназначены для студентов направления подготовки 41.03.05 Международные отношения.

Текст печатается в авторской редакции

Подписано в печать . Формат 60x84 1/16

Усл.печ.л. . Уч.-изд.л. . Тираж 100 экз. Заказ. Бесплатно.

Юго-Западный государственный университет.

305040, г. Курск, ул. 50 лет Октября, 94.

At the offices of Tip Top Trading, things are a bit tricky. Denise has been reinstated at the company but now wants to do more than just ordering pens. Tom has other ideas and Anna is just caught in the middle. She needs to get organised and get her priorities straight!

Language to use when trying to set priorities

This episode focuses on the language that you might use or hear when you are busy at work and need to set priorities.

Phrases from the programme:

- I've got to prioritise. This task is the most important so I'm going to concentrate on this first.
- It would be a great help if you could do this for me please.
- I'm going to have to put that off until tomorrow I'm afraid.

Listening Challenge

When is Anna going to look at the designs for the plastic aubergine?

The answer is at the bottom of the transcript below:

Transcript

Narrator

Welcome back to English at Work. At the offices of Tip Top Trading, things are a bit... tricky. Denise has been reinstated at the company but now wants to do more than just ordering pens. Tom has other ideas and Anna is just caught in the middle. Who can she turn to? Paul maybe... or maybe not?

Paul

So Denise, let's get this straight. You don't want to order the pens anymore, right?

Denise

Well, I did say if I came back, I wanted to have a go at doing sales.

Paul

Err, yes, you did. That's right.

Tom

Yeah but we got Denise back because we didn't have anyone to order our pens and stuff. That's her main job.

Paul

Err yes, absolutely. I see your point.

Anna

Excuse me Paul, could I suggest we all take it in turns to order things like pens and paper... share the responsibility?

Denise

That's a good idea Anna.

Tom

Yeah but...

Paul

No buts Tom, that's a good solution. Well done Anna... could you draw up a rota so we know who's going to be ordering the pens and when? And don't forget to order biscuits too! Phew, I'm glad I got that sorted out. Right, back to work everyone.

Tom

I can't believe I've got to order pens, it's Denise's responsibility... err, are you OK Anna?

Anna

No I'm not. I can't draw up a rota, not now. I've got too much to do.

Tom

Alright don't panic Anna. Just do what I do.

Anna

What's that?

Tom

Nothing! Just do what you can do and then pretend you've forgotten about the other stuff. Easy!

Narrator

Oh dear, Tom's not that professional is he? Not like you Anna. You just need to get organised and prioritise.

Anna

I need to prioritise?

Narrator

Yes. Decide what tasks need doing first and maybe delegate some tasks to others. You could say to people "I've got to prioritise. This is the most important so I'm going to concentrate on this first.", then you could say to someone "It would be a great help if you could take on this other task". You could also say "I'll have to put off some tasks until tomorrow". And if you still feel under pressure, say to your boss "I need help, I have too much to do".

Anna

Thanks, good advice. I'm just writing a list of all the things I need to do on my new mini me-pad.

Narrator

Writing a list is a good place to start. Good luck!

Anna

There, that's my list finished. Ah, Denise, sorry to bother you, but you know that rota I was talking about?

Denise

The one for ordering pens?

Anna

That's it. Well, I'm so busy, I was wondering... it would be a great help... if you could make a start on this? Please?

Denise

Of course Anna. As it's you. If it was Tom asking, I would have said no!

Tom

What's that Denise? Hey Anna, what are we going to do about the designs for that plastic aubergine?

Anna

Gosh, our new aubergine. Hmm, I'm going to have to put that off until tomorrow I'm afraid.

Tom

Oh right. Why, have you got something more important for us to do together, eh?

Anna

No Tom. I've just got to prioritise. This new order from Nice'n'Cheesy is the most important, so I'm going to concentrate on that first. OK?

Tom

Oh right, yeah sure. Me and you will have to wait until tomorrow! So... so... how's it going with Dave from Computer Support?

Anna

Very well thanks Tom. Last night he took me somewhere I've never been to before.

Tom

Really. Nice.

Anna

Yes, a discount computer shop – he bought me a mini me-pad.

Tom

Oh. Just a 'mini' one hey.

Anna

Now, if you could take more interest in our Nice'n'Cheesy contract than you do in Dave, it would be a great help.

Tom

Oh yeah, sure, of course... nice'n'sleazy, that's a good name for Dave!

Narrator

Idiot! Getting organised is important when you have a lot to do. Tell people what you're doing and don't forget to ask for help. Here's a reminder of what Anna said:
I've got to prioritise. This task is the most important so I'm going to concentrate on this first.

It would be a great help if you could do this for me please.

I'm going to have to put that off until tomorrow I'm afraid.

Narrator

And don't forget, when you simply have too much to do, tell your boss!

Anna

Hello Paul, sorry to bother you. I'm a bit worried... I just have too much to do and need some help.

Paul

Yes of course. I don't want you feeling stressed. Let me think... erm... I know, why don't I do the pen rota?

Anna

It's OK, Denise has offered to do that.

Paul

Phew, I mean super! Erm... hmm... well, maybe Tom could help you with the launch party?

Anna

Launch party? What launch party?

Paul

Didn't Tom tell you?

Anna

No, he didn't.

Paul

We're launching the plastic aubergine on Friday.

Anna

Oh no!

Narrator

Keep calm Anna! We're here to help – although organising a launch party in a week is quite a challenge. Find out how it goes on the next English at Work. Bye!

Listening challenge - answer

When is Anna going to look at the designs for the plastic aubergine?

Tomorrow.

Language for telling someone what to do

This episode focuses on the language that you might use when you are teaching a new colleague how to do your job.

- Let me show you the ropes.
- Watch what I do for a while.
- Why don't you make a start on this?
- I'm here to help, so please ask me if you need to know what to do.

Listening Challenge

What task does Anna give Denise to do first?

The answer is at the bottom of the transcript below:

Transcript

Tom

Quick, gather round, here she comes.

Anna

Welcome back Denise, we just couldn't survive without you.

Denise

Oh bless you.

Narrator

Yes welcome back to Tip Top Trading Denise. Paul, the boss, was a little hasty in getting rid of her so now he's asked her back but negotiated some new conditions which include learning how to be a Sales Executive, like Anna. But who's going to show her what to do?

Paul

Oh, hello Denise. Nice to have you back. I suppose I had to eat my words didn't I?

Denise

Yes, well it makes a change from biscuits! Now, where have you put my stapler and my red pens?

Paul

Don't worry about that, I've got you a new stapler and a new desk, right here next to Anna.

Denise

Oh lovely.

Paul

Well you wanted some experience in sales, so I thought Anna could show you the ropes.

Anna

Ropes? I don't have any ropes!

Narrator

Anna, if you 'show someone the ropes' it means you explain to someone how to do the job. You'll be great at that.

Anna

Oh I see. Well I might know what to do but I'm no good at explaining it to someone else.

Narrator

Well the best way is to start at the beginning. Why not suggest to her to 'watch what I do', or give her some of your tasks and say 'please could you make a start on these?' and then reassure her by saying 'I'm here to help so please ask me if you need to know what to do.' Good luck.

Anna

Thanks! So Denise, it's nice to have you back, how's your new desk?

Denise

Much bigger than my old one – and look, it goes up....and down.

Anna

Yes it does. OK, shall we make a start then and I'll show you the ropes.

Denise

Oh yes Anna, of course Anna. Do I need to use the phone?

Tom

I reckon you're quite experienced with the phone already Denise!

Anna

Thank you Tom. We won't make any calls yet, just watch what I do for a while. Look, I'm just checking our database so see who we haven't called for a while.

Denise

Oh yes.

Anna

I'm just checking the dates here...in fact Denise, why don't you make a start on this.

Denise

Of course...oh look, my phone's ringing.

Tom

Are you going to answer it then?

Denise

Oh right. Hello, Tip Top Trading, Denise speaking...oh hello Marge! *(To Anna)* It's Marge, Anna!

Anna

Oh right. I'll leave you to it – I'm here to help, so please ask me if you need to know what to do.

Denise

OK Anna, I won't be long. So Marge, how did it go the other night? Really? Really! Well, I'm sitting at my new desk...

Tom

Nice to have her back hey?! Some Sales Exec she's going to be!

Narrator

Everyone has to start somewhere Tom! Now Anna is helping – or coaching - Denise I'm sure she'll become an excellent worker. Here are some of the phrases Anna used to help her:

Let me show you the ropes.

Watch what I do for a while.

Why don't you make a start on this?

I'm here to help, so please ask me if you need to know what to do.

Narrator

Let's find out how Denise is getting on.

Denise

So I said to him, it's just not my colour...yes exactly...hold on Marge, everyone's looking at me. I'd better call you back. Yes, tonight. Bye!

Tom

Hmm, you've certainly got a good phone manner. Do you think you could order some pens now, we've run out.

Denise

That's not my responsibility anymore.

Tom

Err, I think it is.

Denise

Isn't!

Tom

Is.

Denise

Isn't!

Anna

You two, please!

Tom

Well, she's got time for personal calls but not to order pens. Oh hold on...Oh Hi Jim, how's things? Yeah! Did you catch the match last night? What a goal!

Denise

Really!

Narrator

Oh dear Anna. Things aren't going well. It's time to sort things out again but what are you going to do? Join us again next time to find out. Bye!

Listening challenge - answer

What task does Anna give Denise to do first?

Checking the database of clients to see who hasn't been called for a while.

Language to use when you need to stand your ground

This episode focuses on the language that you might use or hear when you need to stand your ground.

Phrases from the programme:

- You're the boss and I think the news is better coming from you.
- It was your decision in the first place so you need to explain that the situation has changed.
- This is your responsibility.

And here are some phrases your boss might use to apologise:

- I've been rethinking our staffing situation in the office.
- Sorry, I made a mistake. I miscalculated my staffing numbers.
- I would love to have you back in the office.

Listening Challenge

What does Paul tell Denise he has been rethinking?

The answer is at the bottom of the transcript below:

Transcript

Narrator

Welcome back to the chaotic offices of Tip Top Trading. Now Denise has left the company, the place is a mess and important phone messages are being lost. What can be done to make things better? I think we know the answer!

Paul

Hi. Did anyone take a message for me while I was out? I'm expecting an important call.

Tom

Err... no!

Anna

Actually yes Paul. I wrote it on Tom's hand but he washed it off.

Tom

Look, good hygiene's very important to me.

Paul

Hmm. That's not very good is it? What's wrong with writing on a piece of paper?

Anna

We've run out of paper... and pens.

Tom

Everything really. Nobody's ordered any stationery or tidied up the office.

Anna

It's since Denise left.

Paul

Yes, maybe I was a bit hasty getting rid of her. It was really just to save money.

Tom

Yeah, but look, if we can't take messages from possible clients we're going to lose even more money.

Paul

Yes... I suppose you have a point. Maybe I will to have reinstate her.

Anna

You mean, get her back?

Narrator

Yes Anna, he does. Another way of saying reinstate is he's got to 'reverse his decision'. It means Paul has got to make an awkward call to Denise.

Tom

Look Paul, you're going to have to call her and tell her you've made an error... a huge one actually.

Paul

It wasn't that huge? Actually... Anna, you're her good friend, would you like to call her?

Anna

Me?! B-b-but I can't.

Narrator

What a coward! I think it's time to stand your ground Anna. Tell him "You're the boss, I think it's better coming from you", and remind him "it was your decision so you need to explain the situation", and remind him "this is your responsibility".

You could suggest he says "I'm sorry, I made a mistake and we would love to have you back."

Anna

OK. Do you know what Paul, I think the news is better coming from you... just to make it official.

Tom

Yeah Paul, you are the boss after all.

Anna

And it was your decision in the first place so you need to explain that the situation has changed.

Paul

Well, maybe you're right but I can't tell her I'm wrong can I?

Anna

Look, just say you're sorry. Tell her you made a mistake and I would love to have you back... we all would.

Paul Yes, you're right. I should do it. I'll just have a quick biscuit. Here goes.

Denise

Hello?

Paul

Ah... h-h-h-ello Denise. It's me... Paul...your boss... your ex-boss from Tip Top Trading.

Denise

Oh.

Paul

How are you... getting on?

Denise

Well...

Paul

Good, good. Actually, I've been rethinking our staffing situation in the office...

Denise

Yes?

Paul

And...well... I'm sorry Denise... I... miscalculated my staffing numbers.

Denise

You mean you made a mistake?

Paul

Well, I suppose so. So... I would love to have you back in the office as soon as possible. What do you say?

Denise

Hmm, let me think about it... hmmm... errr... well... hmmm...

Narrator

What will Denise decide? It was a hard phone call for Paul to make, but not one Anna should have made as it wasn't her mistake. She stood her ground with Paul and used the following phrases:

You're the boss and I think the news is better coming from you.

It was your decision in the first place so you need to explain that the situation has changed.

This is your responsibility.

Narrator

And here is a reminder of the phrases Paul used to try and apologise:

I've been rethinking our staffing situation in the office.

Sorry, I made a mistake. I miscalculated my staffing numbers.

I would love to have you back in the office.

Denise

Hmmm... well... OK then. I'll start back tomorrow.

Paul

Oh wonderful. I'm so pleased. We'll get your old chair back in position.

Denise

Actually Paul, if you want me back I'll need a new chair... and a new phone...

Paul

OK Denise! See you tomorrow.

Denise

And a pay rise!

Tom

So, is she coming back then?

Paul

Yes, first thing tomorrow.

Tom

That's good because we've just had a call from Nice'n'Cheesy – they said nobody returned their call yesterday and that if we don't contact them by the end of tomorrow they will go elsewhere for their plastic grapes.

Paul

Right, we must act... and act fast.

Narrator

Let's hope they don't lose that contract. At least with Denise returning to work, things will be a little more organised but for how long? Join us again next time on English at Work. Bye!

Listening challenge - answer

What does Paul tell Denise he has been rethinking?

The staffing situation/numbers.

Language to use when taking a phone message at a busy time

This episode focuses on the language that you might use when answering the phone and taking a message.

Phrases from the programme:

- We're a bit busy at the moment; could I take your name and we'll call you back?
- When would be a convenient time to call you?
- Could I take a message please and I'll make sure he/she calls you back?

Listening Challenge

What has the office run out of?

The answer is at the bottom of the transcript below:

Transcript

Tom

Has anyone seen the stapler?

Anna

I can't find any pens.

Tom

Oh, here it is.

Paul

Will someone answer that phone?

Narrator

Hello again and welcome back to English at Work. The offices of Tip Top Trading have become chaotic since Denise left and just at a time when things are getting busy. How is everyone going to cope? Let's find out.

Tom

Hello. Yes? It is. We're very busy at the moment so call back later. Bye.

Anna

That was a bit rude Tom.

Tom

Well we're too busy to be nice.

Narrator

Hmm. Not a good attitude Tom. Even when you are busy at work it's important to be polite on the phone. It could be a potential customer. Anna, I think you're going to have to remind Tom about this.

Anna

Yes, I think so.

Narrator

If things are busy in the office you could say to someone on the phone 'we're a bit busy at the moment, could I take your name and number and we'll call you back'? And, 'when would be a convenient time to call you?' or if the caller wants to speak to someone specific you could say 'could I take a message please and I'll make sure he or she calls you back?'

Anna

That's useful. Oh there goes the phone again.

Paul

Anna, could you get that please? I've got a mouthful of biscuit. Thanks.

Anna

Sure Paul. Hello? Tip Top Trading... yes, that's right... but things are a bit busy at the moment. Could I take your name and number and I'll call you back as soon as I can... oh hold on, has anyone got a pen?

Tom

I think we've run out. Denise usually orders them. Here, use my souvenir pen I bought in Italy, you see it changes colour if you hold it up to the light.

Anna

Thanks. Oh no! There's no paper to write it on.

Tom

Here, write it on my hand.

Anna

OK. Hold still. 7-4-9-0-5-6-8. Thanks for your patience, when is a good time to call you back? ... OK... 3 o'clock... I'll call you then. Goodbye.

Tom

Sounds important.

Anna

Possibly. Oh not again! Hello, Tip Top Trading, Anna speaking... I see... Well he doesn't seem to be here at the moment... can I take a message and I'll get him to call you back? Tom, I need your other hand to write on... keep still. OK, what's the message? ... Yes, call Bob about the lemons on 8-0-9-5-2-4. OK, I'll pass that on. Thanks. Bye.

Tom

Goodness. It's been crazy here since Denise left. Look we've even run out of teabags. I'll go and get some, shall I?

Paul

Hold on Tom. Has that invoice for Tutti Fruity been sent out yet?

Tom

I dunno. Denise usually sends out the paperwork.

Anna

I wish Denise was here!

Narrator

So do we all! It sounds like chaos in the office but however hectic things can get, remember to remain professional when answering the phone. Here's a reminder of some of the phrases you could use...

We're a bit busy at the moment; could I take your name and number and we'll call you back?

When would be a convenient time to call you?

Could I take a message please and I'll make sure he or she calls you back?

Anna

Ah there you are, Tom, you've been a long time. I need to give Paul that important message I wrote on your hand.

Tom

Ah... yes... it's a bit tricky. You see, I went to the toilet and then I... washed my hands.

Anna

Oh no, you've washed the messages off! What are we going to do now?

Tom

Erm... I'll get that, shall I?

Anna

We can't carry on like this.

Narrator

No you can't! Has Anna lost the numbers of two potential clients? Can the company carry on like this? It certainly looks like it could do with another pair of hands. What will happen next? Join us again next time for English at Work. Bye!

Listening challenge - answer

What has the office run out of?

Pens and paper.

Language to for networking

This episode focuses on the language that you might use when you are trying to make new business contacts at a conference.

Phrases from the programme:

- Excuse me, hello, I'm Anna. I work as a Sales Executive at Tip Top Trading.
- Can you tell me about your company?
- Can I briefly tell you about what our company does?
- I think we might be able to help you.
- Here's my business card should you want to call.

Listening Challenge

What is the name of the company that Jane (the woman that Anna networks with) works for?

The answer is at the bottom of the transcript below:

Transcript

Narrator

Welcome back to English at Work. It's the big day of the International Plastics Conference and a good opportunity for the staff at Tip Top Trading to promote its business. But hold on, who's this? It's Mr Socrates, the big boss from America.

Mr Socrates

Hey, you guys, where have you been?

Paul

Ah, Mr Socrates... nice to see you again. I'd heard you were in town.

Anna/Tom

Hello Mr Socrates.

Mr Socrates

I've been looking for you everywhere. I need to catch up with you and see how business is going.

Paul

Oh very, very well. We're selling Imperial Lemons to France and Anna is developing plastic vegetables.

Mr Socrates

Ah Anna! My favourite girl. Still doing a good job?

Anna

I'm doing my best.

Paul

In fact she's been doing my job for a few days... had a bit of a biscuit accident...

Mr Socrates

Yeah, well that's not hard for you, Paul. Listen, listen I need to talk you - shouldn't the others be doing some networking now?

Paul

Of course, that's why we're here. Right, Tom, I need you to catch up with some of our existing customers – do some schmoozing – and Anna, could you talk to some potential new customers? I need to speak to Mr Socrates.

Anna

Right. Erm, networking... what exactly am I supposed to do?

Narrator

Networking is about helping your business through connecting with other people in the industry. It involves meeting people and talking to them, sharing information, hopefully helping each other and ultimately, getting new business.

Anna

So I have to talk to strangers?

Narrator

Well, yes. Introduce yourself, say who you work for. Ask them about their business and what they do. Then explain a bit about what you do and who uses your products. If it's appropriate, say that you may be able to help them. Then see if they would consider buying from you. Just be chatty and friendly.

Anna

Thanks. I'll give it a try. Excuse me, hello, I'm Anna. I work as a Sales Executive at Tip Top Trading... and you are?

Woman

Jane. Jane from Nice'n'Cheesy. It's very busy here today isn't it?

Anna

It is. It's my first time here but it's very exciting. I really didn't know what to wear.

Narrator

Anna! That's chatty and friendly, but let's get down to business.

Anna

Oh yes, of course. So can you tell me about your company, Nice'n'Cheesy?

Woman

Well, we sell cheese to London's top cheese shops - we like to say we're a wedge above the rest – a wedge of cheese, get it?!

Anna

Err, right. Well, can I briefly tell you about what our company does? Our company – Tip Top Trading – makes plastic fruit mainly for the catering and food industry. We're up for an award today for one of our designs.

Woman

Smashing. That's quite interesting actually. We have an issue with the fresh grapes we provide with our cheeses – they keep going mouldy.

Anna

Oh dear.

Woman

Yes – sour grapes you could say! A good quality plastic grape would be useful to put with our cheese displays.

Anna

Well, I think we might be able to help you.

Narrator

Yes you can! This is the time to exchange contact details – give her your business card.

Anna

Well, if I could have your contact details I'll send you one of our brochures and then give you a call about prices. And here's my business card should you want to call me.

Woman

That's fantastic. So nice to have met you – and I think what you're wearing for the conference is perfect.

Anna

Thanks!

Narrator

Bingo! Looks like Anna has a potential new customer. She was friendly and chatty but kept her mind on business. She used phrases like these:

Excuse me, hello, I'm Anna. I work as a Sales Executive at Tip Top Trading.

Can you tell me about your company?

Can I briefly tell you about what our company does?

I think we might be able to help you.

Here's my business card should you want to call.

Narrator

So, some good work by Anna but there's more networking to be done. A conference is a good place for networking and for catching up with your boss, too. Let's find out how Paul is getting on with Mr Socrates.

Mr Socrates

It's a tough economic climate Paul. We're already cutting out cookies in management meetings.

Paul

Oh, gosh.

Mr Socrates

And now we're cutting staff. We've already lost Rachel – my favourite Sales Executive.

Paul

Ah yes, well, she was stealing the pens.

Mr Socrates

Pens can be replaced but not people like her.

Paul

Well...

Mr Socrates

But now it's time to reduce your team Paul – share the pain.

Paul

Are you sure?

Mr Socrates

Absolutely. By my calculations you need to be rid of one member of staff.

Paul

Oh... well let's not tell the team until we've had the awards ceremony.

Mr Socrates

OK Paul. But it's in your hands to sort this out.

Paul

Crumbs!

Narrator

Ah yes, Tip Top Trading could be about to win a prestigious award but how will this bad news go down with the team? And what is Paul going to do? Find out next time on English at Work.

Listening challenge - answer

What is the name of the company that Jane (the woman that Anna networks with) works for?

Nice'n'Cheesy.

Language for giving someone a verbal warning

This episode focuses on what to say when you need to discipline someone and give them a warning.

Phrases from the programme:

- You've made some serious mistakes.
- You need to consult me before you contact any of our clients.
- These mistakes cannot happen again otherwise I will have to refer the matter to someone higher.

Listening Challenge

Who stole all the pens?

The answer is at the bottom of the transcript below:

Transcript

Narrator

Hello and welcome back to Tip Top Trading. New recruit Rachel has been making life difficult for Anna; she's been making some bad business decisions. Let's find out how Anna can save the day.

Tom

Right, we've definitely got to do something about Rachel... definitely... only, I'm a bit busy at the moment.

Denise

Sorting out your dinner date are you Tom?! So Anna, have you spoken to Paul about this?

Anna

Yes I have, but he didn't do anything.

Denise

Hmm, well he is your boss so I think you've got to speak to him again. Take him some biscuits, that might get his attention.

Anna

Well, I'll try

Denise

Oh and keep notes so you have a record of your conversation.

Anna

Denise, you're amazing. But where have the pens gone to?

Denise

That is strange – we all seem to be losing our pens. Here, use this old pencil.

Anna

Thanks.

Narrator

Anna. Are you happy complaining officially about Rachel?

Anna

Not really but what else can I do? She's been spoiling all the work I've been doing.

Narrator

Yes she has. OK, well tell Paul the facts and tell him you want action.

Anna

OK. Right, here goes.

Paul

Come in.

Anna

Hi Paul. I really need to speak to you about Rachel. She really is messing things up...Paul?

Paul

Sorry, just counting my biscuits. What were you saying? Rachel? Great girl, isn't she?

Anna

No she's not.

Paul

Oh.

Anna

Paul, she's already sent out the wrong order and now she's upset our new client. Plus, have you seen the way she dresses? I'm not happy and I think you've got to take some action.

Narrator

Anna, you're on fire! But stick to the facts, don't get personal about Rachel.

Paul

Well I'm sure Mr Socrates would disagree with you. Look, if she is as bad as you say then I'll give you my permission to discipline her – give her a warning.

Anna

What! Me?

Paul

You know what's she done wrong so tell her not to do it again...and besides, I've

got an important meeting to go to... and they usually have those delicious shortbread biscuits. So ...I'll leave it with you then?

Narrator

What a useless boss! Anna are you happy about what to do next?

Anna

Not really. What am I going to say?

Narrator

It's not easy but keep calm and professional and say to Rachel, "*you've made some serious mistakes*" and "*you need to consult me before you contact any of our clients.*" Give her a verbal warning saying "*These mistakes cannot happen again, otherwise I will have to refer the matter to someone higher.*" This may lead to disciplinary action but it may be for the best.

Anna

Oh it's all very serious but I suppose I've got to do it.

Narrator

Good luck!

Rachel

Anna! Darling! What's wrong? I saw Paul and he said you're in a bit of a mood.

Anna

It's not a mood Rachel. Can we talk please...now?

Rachel

Yeah sure. Let's sit here, shall we – not in that chair – that's my favourite.

Anna

Rachel, I wanted to let you know that *you've made some serious mistakes.*

Rachel

Oh!

Anna

You have really upset our new client – and you think it's ok to sell second hand plastic oranges.

Rachel

Calm down. It's business, darling.

Anna

It's not good business Rachel. *These mistakes cannot happen again. If they do I will have to take matters higher and it could result in disciplinary action.*

Rachel

Oh! You're quite scary for a short girl.

Narrator

That was unnecessary! But well done Anna for keeping cool and calm in a difficult situation. Let's hope Rachel has got the message. Here is a reminder of the phrases you could use when giving someone a verbal warning...

You've made some serious mistakes.

You need to consult me before you contact any of our clients.

These mistakes cannot happen again otherwise I will have to refer the matter to someone higher.

Narrator

Let's find out how Rachel is behaving.

Tom

Ah hello, Rachel.

Rachel

Tommy boy. Come and give me a hug. Opps!

Tom

Our pens! All our pens! You've been stealing them! Rachel!

Paul

What's going on? I say, what are all those pens doing on the floor?

Denise

They're from Rachel's handbag. She's been stealing them!

Paul

What? The company's pens? Right, well, I need to see you in my office please Rachel, now...if you don't mind.

Anna/Tom/Denise

Gasp!

Narrator

So Rachel is the pen thief! What does this mean for her job at Tip Top Trading?

Find out next time. Until then, bye!

Listening challenge - answer

Who stole all the pens?

Rachel.