



the ESL Series

Scope & Sequence

EASY at Work: *Service & Hospitality*

Units 1–15

Scope & Sequence

Unit 1: Teresa's New Job

Vocabulary focus:

- Appropriate/Inappropriate Clothing
- Dress codes
- Employment forms
- Departments
- Employee benefits
- Service job types
- Organization charts
- Part/full time
- Functions, shifts
- Employee details

Grammar:

- Do/Does
- Need/Want
- Comparative/ Superlative
- Future/Going to
- Wh- Questions

Practice:

Lesson 1: Getting Ready

- New Clothes: Want or Need?

Lesson 2: Teresa's Job History

- Appearance & Opinions

Lesson 3: First Day on the Job

- Business Introductions

Lesson 4: The Organization Chart

- Directions
- Do/Does

Unit 1: Teresa's New Job (continued)

Lesson 1: Getting Ready

This is Teresa's first day at her new job. She is getting ready for work at her apartment with her roommate. Together they review (in) appropriate clothing and dressing. She tells us that she is going to be Human Resources Manager and that her responsibilities are: Recruiting new employees, helping the good ones through the process, help in reducing turnover of staff, benefits and safety programs.

Lesson 2: Teresa's Job History

Teresa tells her roommate how she went from being a part time HR assistant when she was a student and then graduated to her current job. How being bilingual is advantageous and the value of a workplace mentor.

Lesson 3: First Day on the Job

Teresa meets the hotel's Administrative Assistant, Susan Kahn, and has to wait for the general manager, Mrs. Stevens. Susan gives her some new employee forms – W-4, emergency forms, etc. Mrs. Stevens arrives and they re-introduce themselves.

Lesson 4: The Organization Chart

Mrs. Stevens begins Teresa's orientation by going through the organization chart, showing all the departments and linking them to the meaning of service. Everyone in the hotel is there to provide service of the highest quality. She says "Just think what it's like when a guest arrives". We follow a guest's departure and another guest's arrival to see the meaning of 'Welcome'.

Unit 2: A Tour of the Hotel

Vocabulary focus:

- Exit and Exit Escape Signs
- General Hotel Maintenance
- Peer to Peer Social Interaction
- Gardening Equipment
- Laundry Equipment And Processes
- Safety Devices
- Retirement Benefits
- Plumbing, Electrical
- Fitness Equipment

Scope & Sequence

Grammar:

- Do/Does
- Conditionals
- Can/Can't
- Comparative/ superlative

Practice:

Lesson 1: Security & The Hotel Laundry

- Supervisor's Requests
- Measurement and Sequence

Lesson 2: The Employee Lounge

- Women Talking

Lesson 3: Maintenance & Gardening

- Answering the Phone
- Using a CB Radio

Lesson 4: The Gym and Spa

- Can and Can't

Unit 2: A Tour of the Hotel (continued)

Lesson 1: Security & the Hotel Laundry

Teresa and Mrs. Stevens review the safety and fire escape procedures and then go down to the basement and the laundry area. There the supervisor takes Teresa through the laundry procedures and processes that they follow including safety warnings.

Lesson 2: The Employee Lounge

Teresa goes into the employee lounge and meets a housekeeper, Pearl, and they fall into discussion about Pearl and how long she has worked at the hotel, her family and the need for benefits information.

Lesson 3: Maintenance and Gardening

Teresa and Araya Lam, the Maintenance Supervisor, review the department's functions and the skills needed. A review of the vocabulary for all the equipment the departments use. They then do the same for the gardener's area outside.

Lesson 4: The Gym and Spa

Teresa goes through the Gym and sees the equipment they have. The attendant has problems communicating with the laundry because of a misunderstanding over can & can't deliver towels.

Unit 3: *The Lobby*

Vocabulary focus:

- Jobs And Functions In The Lobby
- Modes Of Transport
- Clothes
- Disabled Access And Facilities
- Wake Up Calls
- Parking
- Luggage
- Credit Cards
- Reservation

Scope & Sequence

Grammar:

- Imperatives – Negative/Positive
- Too/Very, Regular
- Prepositions
- Past & Irregular Past

Practice:

Lesson 1: Guests Arrive & Leave

- Hotel Guests Arrive
- A Security Risk?
- Help With Luggage

Lesson 2: Checking In

- Checking In
- Checking Out

Lesson 3: Special Requests & Problems

- Saying Thanks

Lesson 4: The Concierge

- Lost And Found
- Ask And Tell

Lesson 5: Sylvia Going to Work

- Dressing For The Job

Unit 3: *The Lobby* (continued)

Lesson 1: *Guests Arrive and Leave*

Mrs. Stevens and Teresa observe arriving and departing guests and their interactions with the lobby based staff of the hotel.

Lesson 2: *Checking In*

Ms. Baxter arrives and Patricia, the desk clerk, takes her through the check in procedure and then the bell person takes her luggage to her room.

Lesson 3: *Special Requests and Problems*

A guest requests disabled accommodations and we review the facilities available. Another guest has a problem with their credit card. It seems to have expired causing some ill-will with the guest that Patricia, the desk clerk has to manage, while other people also need attention.

Lesson 4: *The Concierge*

Just what does the concierge do in a hotel – they are the source of all information, inside the hotel and outside. They know the transport systems, the maps and what's going on. Teresa and Mrs. Stevens watch Linda, the concierge, interact with guests.

Lesson 5: *Sylvia Going to Work*

Sylvia is going to a job fair – how should she dress? A review.

Unit 4: The Hotel Kitchen

Vocabulary focus:

- Schedules, Shifts & Working Hours
- Standard Sizes
- Kitchen And Restaurant Equipment
- Kitchen Procedures And Exceptions
- Common Produce And Foods
- Dishwasher's Duties
- Work Uniforms
- Kitchen Clothing
- Utensils And Items
- Safe Working Environment
- Vocabulary For Prep Cook
- Hygiene

Grammar:

- Make/Made,
- Future/Going To
- Will
- Wh- Questions
- Regular Past
- Say/Tell

Practice:

Lesson 1: Introduction to the Kitchen

- Clothing Sizes

Lesson 2: Dishwashing

- Getting Things When Asked
- Cleaning Up

Lesson 3: The Prep Cook

- Preparing Vegetables

Lesson 4: Career Aspirations

- Joining Someone At A Table
- “Make” And “Made”.

Unit 4: *The Hotel Kitchen* (continued)

Lesson 1: *Introduction to the Kitchen*

Luis is introduced to the kitchen. He meets Chef John Mitchell. Luis is given his work schedule and uniform. He has to find the right clothing sizes. Hygiene is emphasized.

Lesson 2: *Dishwashing*

Luis meets Freddie the dishwasher. Freddie describes his job and Luis helps him through a busy period. Dishwashers are used, there is a problem with some glasses and a water pitcher is broken. Safety in the kitchen.

Lesson 3: *The Prep Cook*

Luis meets Ben, a prep cook. They unload and wash produce. There has been a problem with the rinsing of the spinach. Kitchen processes for the prep cooks are shown for several vegetables. Vocabulary for food preparation and vegetable descriptions.

Lesson 4: *Career Aspirations*

Ben, the prep cook, and Luis have a discussion about Ben's problems with the Chef, and also that he really wants to have a different job. But how will he get that if he can't get a good reference from his current boss?

Unit 5: *Front of the House*

Vocabulary focus:

- Vocabulary For Setting & Bussing Tables
- Taking And Leaving Phone Messages
- Host(ess) Vocabulary
- Serving Tables
- Correct Serving Practices
- Table Sizes
- Reservations
- Coffee Service
- Food Items
- Food Handling
- Breakfast Foods.

Grammar:

- Possessive Pronouns
- Before/After
- Past Of “To Be”
- Sequence Words
- Prepositions
- Wants/Needs
- Irregular Past

Practice:

Lesson 1: Bussing

- Getting Ready
- Where’s The Restroom

Lesson 2: The Restaurant Telephone

- Answering The Phone

Lesson 3: Reservations

- Taking A Reservation

Lesson 4: Self Service Breakfast

- Getting Breakfast Ready

Unit 5: *Front of the House* (continued)

Lesson 1: *Bussing*

Marcus teaches Luis how to set and bus tables, respond to customers needs and staff the bus station. We are introduced to restaurant slang.

Lesson 2: *The Restaurant Telephone*

Amy and Luis set up the telephone reservation system and test it. They listen to and react to some reservation messages.

Lesson 3: *Reservations*

Luis and Tiffany handle different types of customer reservations in the restaurant and a guest's "lost and found" query.

Lesson 4: *Self Service Breakfast*

Tiffany teaches Luis the standard procedures for the set up for a self serve breakfast. We learn all the food items for a breakfast buffet with many options. We learn correct food handling and layout procedures and checking for supplies.

Unit 6: Job Skills & Qualifications

Vocabulary focus:

- Hotel Facilities
- Describing Job Qualifications
- Job Advertisement Descriptions
- Work History
- Locations And Directions
- Expectations
- Borrow/Lend
- Prepositions

Grammar:

- Prepositions
- Tag Questions
- Short Answers
- Modals
- Borrow/Lend

Practice:

Lesson 1: Around the Lobby

- Hotel Directions
- More Directions

Lesson 2: Skills: Custodian & Housekeeper

- Do All Housekeepers Speak English?
- Housekeepers Are Reliable,

Lesson 3: Skills: Waitperson & Retail Clerk

- Job Ads: Abbreviations
- When Can We Meet?

Lesson 4: Help Wanted

- Looking For A New Job

Lesson 5: Apply for that Job!

- Lend And Borrow

Unit 6: Job Skills & Qualifications (continued)

Lesson 1: Around the Lobby

We review where different facilities and services are within the hotel and focus on prepositions.

Lesson 2: Skills: Custodian & Housekeeper

Teresa reviews the Hotel organization chart. With the Room's Division Manager she identifies and reviews the tasks of the Custodian and a Housekeeper and the skills needed to support them.

Lesson 3: Skills: Waitperson & Retail Clerk

Continuing on from the previous Lesson, Teresa and the Manager, Food and Beverage Division identify the tasks carried out by a waitperson, and then with the Sales and Banquet Manager, the tasks defined for a retail clerk. For each of the task sets they develop the supporting skill sets.

Lesson 4: Help Wanted

Teresa posts the job vacancy listings in the local paper, the internet and in the employee lounge. We review the language used in these advertisements and the fact that employers may prefer internal candidates.

Lesson 5: Apply for that Job!

Chloe and Maria apply for jobs at the hotel's HR Office.

Unit 7: Job Interviews

Vocabulary focus:

- Job Experience And Qualifications Description
- Retail Functions And Equipment
- Job Interview Language
- Job Description & Self Description.

Grammar:

- Adverbs Of Frequency
- Comparative/Superlative
- Irregular Past,
- Past Vs. Present Perfect
- Habitual Present
- Regular Past
- Tag Questions (Negative)

Practice:

Lesson 1: A Good and a Bad Interview

- First Impressions

Lesson 2: More Interviews

- Questions About You

Lesson 3: What do the Managers Think?

- Asking Questions
- Asking About The Company

Lesson 4: The Retail Clerks' Interviews

- Your Strengths
- End Of The Interview
- Difficult Questions
- More Difficult Questions

Lesson 5: Who do we hire?

- References

Unit 7: Job Interviews (continued)

Lesson 1: A Good and a Bad Interview

Luis is interviewed for the wait job. He models a really good interview then Lisa does a poor interview. We analyze their different performances.

Lesson 2: More Interviews

Maria does a great interview for housekeeper and teaches us how it should be done. Paul has trouble persuading the interviewers that he would not be a problem employee.

Lesson 3: What do the Managers Think?

We listen in on the managers' review of the interviews. Why was each candidate good or bad?

Lesson 4: The Retail Clerks' Interviews

James and Chloe are interviewed for a retail job in which money and inventory are involved.

Lesson 5: Who do we hire?

There were two candidates for the clerk's job. Who was the best candidate – and why? How do the managers decide? Did they make a mistake?

Unit 8: *Breakfast, Lunch and the Beauty Salon*

Vocabulary focus:

- Multiple American Breakfast & Lunch Menu Items & Drinks (Non-Alcoholic)
- Their Naming Conventions and Commonly Used Idioms
- Coffee Options
- Restaurant Table and Section References
- Language Used in a Beauty Salon For Shampooing
- Hair Cutting
- Manicure and Nail Polishing

Grammar:

- Have/Had
- Cause/Effect
- Sequence Words

Practice:

Lesson 1: Breakfast

- “Some” And “Any”
- Present, Past and Perfect
- “Eat”, “Ate” & “Will Eat”

Lesson 2: Tiffany goes to the Beauty Salon

- “Much” And “How Much”
- “Have” And “Had”

Lesson 3: Lunch

- Safe Food Temperatures
- Saying “Sorry”

Unit 8: *Breakfast, Lunch and the Salon* (continued)

Lesson 1: *Breakfast*

Tiffany teaches Luis about working as a team. He then has to learn all the vocabulary and options available for serving breakfast. Customers come in and they learn appropriate serving dialogs.

Lesson 2: *Tiffany goes to the Beauty Salon*

Tiffany goes to the Beauty Salon in the hotel and has her hair shampooed and cut and then a manicure and nail polish.

Lesson 3: *Lunch*

Luis and Tiffany prepare for the lunch service and review vocabulary for multiple main courses, desserts, side options, condiments and non-alcoholic drinks.

Unit 9: *Dinner Service*

NOTE: The last lesson of this unit, Lesson 3, has the only references to smoking or alcohol in this entire EASY at Work series.

Vocabulary focus:

- Different Types of Alcoholic Drinks & Some of the Phrases Used for Them
- Dinner Items And Their Many Variations & Associated Phrases
- Clearing Tables And Processing The Check.
- Metric And Non-Metric Weights & Measures
- Temperatures
- Serving Size
- Restaurant Table Mapping
- Portions
- Food Preparation Vocabulary
- Serving Customers

Scope & Sequence

Grammar:

- Wh- Questions

Practice:

Lesson 1: Inventory and Measurement

- Teamwork
- Correcting Orders

Lesson 2: Preparing & Serving Dinner

- Selling the Specials
- Customer Requests
- Customer Customers
- A Late Guest
- Room Service

Lesson 3: Serving Alcohol

- Serving Beer and Wine

Unit 9: Dinner Service (continued)

Lesson 1: Inventory and Measurement

Tony and Frank work as prep cooks. Nic, the Expediter, needs several orders more quickly – he is being pushed by the wait staff to hurry things up in the kitchen. We learn about more areas of food preparation and food handling including expiration dates and food rotation and weights, measures and temperature conversions.

Lesson 2: Preparing & Serving Dinner

Luis and Tiffany prepare for the dinner session. The Chef tells everyone about the specials for the evening. They cover salads, meat cooking, substitutions, serving stations and tables. A guest comes in and Tiffany models taking the orders for salads, drinks, entrees etc. They serve the table together. The table is cleared and dessert and coffee offered. Check is processed.

Lesson 3: Serving Alcohol

(Note: This is the only Lesson in which alcohol and smoking are referred to.)

Jake the bartender teaches Luis about serving alcohol. He warns him about not serving underage customers and how to ask for proof of age. They review a range of alcoholic drinks and how they are served.

Unit 10: Housekeeping

Vocabulary Focus:

- Dress Code, Personal Appearance & Uniforms
- Housekeeping Materials & Equipment
- Vocabulary And Phrases When Interacting With Guests.
- Toiletries And Room Supplies
- Staff Safety Meetings
- Furniture And Consumables
- Hotel Floor Plans
- Hotel Room Contents

Grammar:

- Who/Who's/Whose
- Two-Word Verbs
- Something/Anything/Nothing
- Clarifications Questions

Practice:

Lesson 1: The First Day – Swiping In

- Asking For Help

Lesson 2: Stocking the Supply Cart

- Where To Put Things

Lesson 3: Cleaning Rooms

- Asking What To Do

Lesson 4: Interacting with Guests

- Helping Guests
- Answering A Guest

Lesson 5: A Difficult Guest

- Stopping A Guest
- Giving Directions.

Unit 10: Housekeeping (continued)

Lesson 1: *The First Day – Swiping In*

It's Maria's first day at work. She meets Pearl and learns to swipe in. They go to a mandatory safety meeting, meet other staff and the supervisor, Irena. They use a floor plan and make sure they are dressed properly.

Lesson 2: *Stocking the Supply Cart*

Maria and Pearl stock the supply cart learning a lot of vocabulary and when it's all ready take the service elevator to the third floor.

Lesson 3: *Cleaning Rooms*

Pearl and Maria go through a series of rooms to clean them. Standard processes are observed and reviewed. Vocabulary is learned. Managing broken items and leaving guests property is reviewed.

Lesson 4: *Interacting with Guests*

While cleaning rooms, they come across different guests with queries and requests. Some are polite – others not. One room needs a lot of work so they call in for assistance. The houseman, from the laundry, arrives to assist.

Lesson 5: *A Difficult Guest*

Maria and Pearl are working in a room when a guest enters. The guest is over friendly and Pearl has to politely rebuff him. This is designed as a lesson in culturally acceptable assertiveness.

Unit 11: Retail Sales

Vocabulary Focus:

- Admitting Mistakes
- Counting And Controlling Money
- Procedures For Opening A Shop
- Retail Shop Equipment And Light Maintenance.
- Money And Types Of Payment
- Banking Deposits
- Procedures For Closing A Shop

Grammar:

- Prepositions
- Irregular Past Tense
- Embedded Wh. Clauses

Practice:

Lesson 1: Bad Decisions

- Discussing Employees
- Reporting A Problem

Lesson 2: Opening the Shop

- Opening Shop
- Making Change

Lesson 3: A Busy Day at the Gift Store

- Equipment Problems
- Out Of Stock
- Helping Customers

Lesson 5: Closing Up Shop

- Credit Card Problems
- Counterfeit Money

Unit 11: Retail Sales (continued)

Lesson 1: *Bad Decisions*

There is a problem in the gift shop. Cameras have disappeared. Teresa asks Security to get involved. The clerk is discovered to be the thief. Teresa now has the problem of having to admit to her boss that she did not take references properly.

Lesson 2: *Opening the Shop*

Chloe, the new clerk, prepares the cash drawer with Teresa. They also run practices on counting back change. They do light cleaning and final preparations to open for the day.

Lesson 3: *A Busy Day at the Gift Store*

Chloe and Marianne complete the store opening. The barcode scanner needs cleaning and the tape on the till needs changing. They process some transactions with variations for credit cards, debit cards, cash back requests. A customer's credit card is declined.

Lesson 4: *Dealing with Credit Cards*

The customer's credit card has been declined and she has to call the bank to find out why. Chloe meanwhile has to put the sale on hold. The customer talks with the bank and provides security questions and answers. The sale goes through and the confirmation number is given and the receipt generated and handed to the customer.

Lesson 5: *Closing Up Shop*

Marianne and Chloe close up the shop and take the till drawer to the back where they count the different forms of payment received. They complete the bank deposit slip and balance it against the daily sales report. They find and then resolve a difference. They prepare the deposit to take to the bank night drop.

Unit 12: Taking Care of Business

Vocabulary Focus:

- Perishables And Expiration Dates
- Control Of Perishable Inventory
- Restocking In A Retail Environment
- Business Conference Set Up
- Shipping Procedures
- Making Complaints And Responding To Them
- Business Center Equipment

Scope & Sequence

Grammar:

- Have/Had
- How Much/How Many
- Reflexives
- Polite Requests
- Count/Non-Count Nouns
- It Is Difficult To (Verb)
- Either/Neither

Practice:

Lesson 1: Restocking the Shelves

- Restocking The Shop

Lesson 2: Showing Respect

- Setting Up Equipment

Lesson 3: Meeting with the Manager

- Accepting Criticism

Lesson 4: The Business Center

- Customers In A Hurry
- Difficult Customers
- “Have”, “Have Got” & “Had”

Unit 12: Taking Care of Business (continued)

Lesson 1: Restocking the Shelves

Vendors arrive at the gift shop in the hotel and Chloe assists in re-stocking the magazines and newspapers and then the perishable items need “fronting and facing” and expiration dates need checking. Expired items are separated out and the stock is sequenced by date.

Lesson 2: Showing Respect

Sam is moving a table for a banquet set up. Teresa tells him to always work with someone to address safety issues. He objects and shows disrespect. A guest is having trouble with his laptop. Sam helps him. Teresa observes his talent and suggests a reassignment.

Lesson 3: Meeting with the Manager

Sam complains to Chloe about his problems with Teresa. Chloe has little sympathy for him. Sam is summoned to the Convention Manager’s office. She spells out the rules and the problems with him and then discusses a potential reassignment.

Lesson 4: The Business Center

Sam is assigned to the Business Center. Customers come in with urgent jobs and want his immediate attention. Sam has to keep calm and serve each customer as best he can without annoying them.

Lesson 5: Difficult Customers

Chloe in the gift Shop has a misunderstanding with a guest who thinks she has been insulted.

Unit 13: *The Custodian Job*

Vocabulary focus:

- Custodial Activities
- Promotions
- Making Phone Calls
- Making Personal Invitations
- Correctly Answering The Phone At Work
- Job Application
- Job Benefits
- Using A Message Machine

Scope & Sequence

Grammar:

- Wh- Questions
- Comparative/ Superlative
- Past Vs. Present Perfect
- Contractions Vs. Possessives
- Contractions
- Irregular Past
- Adverbs

Practice:

Lesson 1: Opportunity for Sergei

- Asking About Jobs

Lesson 2: Sergei's Job Application

- Job Qualifications

Lesson 3: Phone Skills - Leaving a Message

- Hotel Phone Operator

Lesson 4: Phone Skills - Getting Through

- Taking Reservations

Lesson 5: Sergei's Interview

- Questions on Qualifications
- Do You Know...? Could You Tell...?
- Words or Phrases

Unit 13: *The Custodian Job* (continued)

Lesson 1: *Opportunity for Sergei*

Luis and Sergei discuss the custodian job opening at the Hotel and the benefit to Sergei of getting more responsibility and better benefits.

Lesson 2: *Sergei's Job Application*

Sergei goes to get an application and they fill it in – going through his work experience and education history. They cover many do's and don't's about applications and resumes.

Lesson 3: *Phone Skills - Leaving a Message*

Leaving messages – bad ones and good ones. Teresa leaves a phone message for Sergei. Sergei and Pearl model good phone messages then Sergei calls the hotel and makes an appointment.

Lesson 4: *Phone Skills - Getting Through*

Sergei and Pearl work their way through “voice mail hell” problems and eventually are able to get through. Teresa and Susan Kahn review good phone practice.

Lesson 5: *Sergei's Interview*

Sergei has his interview for a custodian position. We review his job experience and education and he does a good interview and Teresa asks for permission to get his driving record and that he take a drug test at a local lab.

Unit 14: Workplace Responsibility

Vocabulary Focus:

- Custodian Responsibilities & Activities
- Self Description At An Interview
- Interview Questions
- How To Call In Sick
- Equipment
- Tools
- Custodial Activities
- Employment Forms
- Leaving Messages
- Maintenance

Grammar:

- This/These
- That/Those
- How Often/About
- Two-Word Verbs
- Parts Of Speech.
- It/They
- Future/Going To
- Modals
- Review Of Tenses

Practice:

Lesson 1: A Good Job Offer

- Resetting An Appointment
- Shifts, Hours & Overtime

Lesson 2: Invitations and Replies

- Asking For A Date

Lesson 3: Calling in Sick

- Calling In Sick
- Asking For Permission

Lesson 4: Job Orientation

- Giving Orders

Lesson 5: Maintenance & Repairs

- Work As A Team – Safely
- Working Together

Unit 14: Workplace Responsibility (continued)

Lesson 1: A Good Job Offer

Teresa and Carlos review Sergei's application, driving license check and drug test results and decide to offer him the job. He has questions about his schedule and his shift. They review the sign up papers for his job. Sergei meets the site union representative.

Lesson 2: Invitations and Replies

Teresa meets Phil Bates and he wants to invite her out. But how?

Lesson 3: Calling in Sick

Sergei meets his boss, the Head Custodian. He is told to always be reliable and that if he can't come in to work that he must call in. Sergei imagines calling in sick.

Lesson 4: Job Orientation

Araya, the Head Custodian, teaches Sergei his job. They clean up after a conference – folding up and stacking chairs. Then they move on to the rest rooms and do a thorough clean up there with disinfectant and other products.

Lesson 5: Maintenance & Repairs

Sergei and Araya carry out some maintenance around the hotel using ladders, changing bulbs, caulking and fixing minor problems in plumbing, fencing, etc.

Unit 15: Opportunity Knocking

Vocabulary focus:

- Safety
- Safety Signage
- Swellings
- Pain
- Awards
- Interacting with Customers after an Accident
- What To Say/ Not To Say
- First Aid Kit & Materials
- Cuts
- Teamwork
- Goals

Grammar:

- Who/Who's/Whose
- Reported Speech
- Review Of Tenses
- Wh- Questions
- Say/Tell

Practice:

Lesson 1: Safety Workshop

- Fire!
- A Missing Child
- Danger! Warnings

Lesson 2: The First Aid Kit

- Emergency, Quick!
- Call 911

Lesson 3: Good Working Relationships

- What Do You Mean?

Lesson 4: Lifelong Learning

- Mentoring

Lesson 5: Opportunities for the Future

- “Who” “Who’s” Or “Whose”

Unit 15: Opportunity Knocking (continued)

Lesson 1: Safety Workshop

Teresa holds a safety workshop for the employees and they review “What to do” and “What not to do” including hotel policies about what to say to the public when accidents do happen.

Lesson 2: The First Aid Kit

What’s in a first aid kit? How it’s used and maintained and remember that accident report! Then there’s the emergency kit that needs blankets, flashlights and batteries.

Lesson 3: Good Working Relationships

Accidents are down! Recognition of the staff is important.

Lesson 4: Lifelong Learning

What does Sam see for his future?

Lesson 5: Opportunities for the Future

Teresa is recognized for her work and her potential, and meets someone special.