

EASY at Work: Service & Hospitality

Unit 12, Lesson 1: Lesson Script

Rudi Morning, I'm Rudi, from Store Supplies Company.

Chloe Hi, I'm Chloe. My supervisor told me you were coming in today.

Rudi I'm running late. Can you help me put in the new magazines and newspapers?

Chloe OK. Do you have the order form?

Rudi Here it is. The publications you ordered are on this list.

Rudi I need to pick up the unsold copies.

Chloe Here are the old issues. Do you want me to count them?

Rudi That would be great. Count them and take them off the newsstand.

Chloe I'll toss them in this box here, OK?

Rudi Make sure to write the number of the old magazines here on the list.

Chloe Where are the books we ordered?

Rudi They're in this box. We need to put them in the book rack.

Chloe OK. Let's finish restocking and the paperwork. I need to clean up this mess.

Rudi Yeah, and I'll be back with the other things.

Chloe Great.

Rudi That looks nice. You've already faced and fronted everything in the case.

Chloe I'm making room for the new order.

Rudi Now it's easy to rotate the inventory.

Chloe That's right. Oh, do you have the invoice?

Rudi Oh, it's on my clipboard. Here.

Rudi I'll check the expiration dates on these bottles of juice for you.

Rudi I'll pull any out-dated products off the shelf.

Chloe Put them here with these cartons of milk. They're past the expiration date.

Rudi Count them and write the number on the form.

Chloe We can't have any old food.

Rudi No, someone could get sick. Check the dates on the cheese.

Chloe These are fine. But what about these? They expire tomorrow.

Rudi Go ahead, pull them off too. I'll take them today.

Chloe I'll pull this package forward to the front of the case.

Rudi That makes room to put the new packages behind the older ones.

Chloe We have to sell the older ones first.

Rudi That's right, first in; first out. Thanks for your help. See you next week.

Chloe Thank you.

Chloe What is this?
Rudi That's a magazine.
Rudi What is this?
Chloe That's a newspaper.
Chloe Where do I put the books?
Rudi Put them on the book rack.
Rudi What is this?
Chloe That's the expiration date.
Rudi What does the expiration date mean?
Chloe It means that you can't sell the food after that date.

Unit 12, Lesson 1: Vocabulary & Phrases

newsstand

newspaper

magazine

stock

front

pull

past

expiration date

cheese

refrigerator

I'm running late.

Can you help me?

faced and fronted

rotate the inventory

first in, first out

It's past the expiration date.

See you next week.

Unit 12, Lesson 1: Conversation Practice

Rudi Hi. I need to restock your magazines.
Chloe OK, and can you bring more copies of World News Weekly?
Chloe We seem to run out too fast.
Rudi Yes, I only brought you 25. Do you want another 25, or even 50?
Rudi Hi, I'm here to deliver the magazines. I bring them in every Monday.
Chloe Great. And make sure you bring enough of World News Weekly.
Rudi Hello, I'm Rudi. I deliver the periodicals.
Chloe Periodicals? You mean the magazines.
Rudi That's right. I need to take any old issues and stack the new ones.
Chloe OK. Thanks.
Rudi I need you to sign the receipt for delivery.
Chloe Where do I sign?
Rudi Right here.
Chloe OK, but I think I need to check the list first.
Rudi Sure, here. Each title I bring is checked and the quantity is in this column.
Chloe Let's see.
Chloe OK.
Rudi Are you making sure you rotate the perishables?
Chloe Perishables? Does that mean dairy products?
Rudi Well, yes. Any food that can spoil.
Chloe Yes, I check them every day. Look.
Chloe Uh oh. I've got the wrong dates.
Rudi Show me.
Rudi You are right, but it's OK, they're not expired yet. Just switch them around.
Chloe All right, thanks for that.

Unit 12, Lesson 2: Lesson Script

Teresa Over 300 people are coming. That's a lot.
Teresa This company comes here every year for their sales conference.
Teresa They like us because we provide excellent service.
Teresa They use lots of rooms and eat lots of meals.
Teresa They book all the conference rooms, they even have a banquet.
Teresa I need to tell all the department heads. Carlos Martinez is the Rooms Division Manager.
Teresa He manages the desk clerks, the bellpersons, the doorman, valet, the housekeepers,
Teresa the laundry workers and the custodian.
Teresa The Gift Shop and the Business Center are going to be really busy.
Teresa And the restaurant and the kitchen, wow, they're going to have to work really hard.
Teresa The chef, the cooks, the dishwashers, the waiters, the hostess, the bussers and the banquet staff, too.
Teresa And everyone has to watch for safety all the time.
Teresa For themselves and for our customers.
Teresa I know, I'll put it in the email to all the managers.
Teresa Sam, don't move the table by yourself. It's too heavy. Ask Araya for help.
Sam I don't have time. The meeting starts in ten minutes.
Teresa You can hurt your back by doing that. It only takes a second to ask for help.
Sam But Araya is busy, too.
Teresa So am I. Quit making excuses and do what I am telling you to do.
Teresa Work safely Sam, or go home.
Sam Get off my back.
Teresa What did you say?
Sam I didn't say anything. Hey, Araya. Got a minute?
Araya Hold it Sam, do as Ms. Lopez says. I'll be there in a minute.
Teresa You need a partner when you lift and move heavy things. Araya knows that.
Teresa You need to learn from your boss.
Sam OK, OK. I'll wait. Satisfied?
Teresa No. I am not satisfied with your attitude. We'll talk later.
Sam Whatever.
Sam Can I help you with that?
Phil Bates Please. I'm a little nervous about my presentation.
Sam What's the problem?
Phil Bates My laptop doesn't work with this projector.
Sam I can fix this for you. It'll take a minute.

Phil Bates OK.
Sam This cable is plugged into the wrong port.
Sam Let's plug it in here, untangle the cables, tape them together.
Sam There, now you won't trip over the wires.
Phil Bates You're brilliant! Everything works, thank you.
Sam My pleasure. Good luck.
Teresa Thank you for coming. I had a problem with Sam today.
Teresa He was moving a heavy table by himself. It wasn't safe.
Ms. Polski What did you do?
Teresa I told him to ask for help.
Teresa Sam, don't move the table by yourself. It's too heavy.
Teresa He finally asked Araya for help, but he was very disrespectful to me.
Sam Get off my back.
Teresa What did you say?
Sam I didn't say anything. Hey, Araya. Got a minute?
Ms. Polski Yes, he's had a bad attitude lately. I won't schedule him anymore.
Teresa No, listen to this. I think Sam is frustrated with his job.
Teresa He has skills he doesn't use at work.
Ms. Polski What do you mean?
Teresa He helped a guest fix a problem with a laptop computer.
Teresa Sam was very efficient and courteous.
Teresa I think the hotel can use him better.
Ms. Polski How can we use him better?
Teresa We could transfer him to the Tech Department.
Ms. Polski We need another person to set up computers and audio video equipment.
Ms. Polski But I'm worried about his disrespect.
Teresa I didn't like his attitude either. But I know he can be very polite.
Teresa And now I know he has skills he can use. Can you talk to him?
Ms. Polski I'll ask him about his computer skills.
Teresa What is Sam trying to do by himself?
Ms. Polski Sam is trying to move a table by himself.
Teresa What did I tell Sam to do?
Ms. Polski You told him to ask for help.
Teresa Why does Sam need help?
Ms. Polski Because it's not safe to lift heavy things by himself.
Teresa What skill does Sam have that the hotel can use?
Ms. Polski The hotel can use his computer skills.

Ms. Polski

What is the guest trying to do?

Teresa

The guest is trying to set up a computer.

Unit 12, Lesson 2: Vocabulary & Phrases

conference

schedule

luncheon

show disrespect

laptop

projector

cable

port

I don't have time.

Quit making excuses.

I'll be there in a minute.

Can I help you?

What's the problem?

What did you do?

What do you mean?

Listen to this.

Unit 12, Lesson 2: Conversation Practice

Sam Can I help you with that, sir?
Phil Bates Sure, I think I have this set up wrong.
Sam Is everything working OK?
Phil Bates Not exactly, I can't get this screen to project.
Sam OK, let's take a look.
Sam OK, these cables are not connected correctly. Let me just change this.
Phil Bates Great, thanks.
Sam Excuse me. Can I be of service?
Phil Bates I think I'm OK.
Sam Very good, sir. Can I help you test it to make sure it's working?
Phil Bates Oh, good idea. Thank you.
Phil Bates Excuse me. I think I need some help with this equipment.
Sam Sure, what's the problem?
Phil Bates It's plugged in, but I don't think this outlet is working.
Sam OK, let me check.
Sam You're right. It's dead.
Sam I will go and check the circuit breaker. I'll be right back.
Phil Bates Pardon me. Could you help me?
Sam Sure, what do you need?
Phil Bates I don't think this outlet is working.
Sam OK, I will check the circuit.
Sam But for now let me get an extension cord so you can have power right away.
Phil Bates Would you do that? Thank you.

Unit 12, Lesson 3: Lesson Script

Chloe Hi, Sam. How's your day going?
Sam Not good. I wish Ms. Lopez would leave me alone and let me do my job.
Sam I got this memo today. Now I have to go to the manager's office.
Sam I'm sure she complained about me.
Chloe That doesn't sound like Ms. Lopez.
Sam Of course you say that. Ms. Lopez doesn't tell you what to do.
Chloe She doesn't have to tell me what to do.
Chloe I follow all the rules and I enjoy helping guests.
Sam I do, too. I helped a man with his computer today. That was cool.
Sam Now, I'm probably gonna get fired.
Ms. Polski Come in. Sit down. What happened with Ms. Lopez today?
Sam She's always bossing me around. I know what I'm doing.
Sam I'm strong enough to move a table by myself. She thinks I'm stupid.
Ms. Polski First, you must follow the hotel's safety rules.
Ms. Polski Rule # 1 is to lift properly. You must lift heavy things with a partner.
Sam She can't even move a ...
Ms. Polski Second, she's a manager. She's responsible for the safety of the guests and the staff.
Sam Yeah, well...
Ms. Polski Third. We work as a team. We work together to improve customer service.
Ms. Polski It's in our mission statement.
Sam Yeah, well I...
Ms. Polski Do you understand? Do you really want to work here?
Sam Yes, of course. I like our guests. I like the hotel. I....
Ms. Polski Ms. Lopez tells me that you have computer skills.
Ms. Polski She told me that you helped a guest with his computer equipment.
Sam What's the problem?
Phil Bates My laptop doesn't work with this projector.
Sam I can fix this for you. It'll take a minute.
Phil Bates OK.
Ms. Polski She noticed you have good customer service.
Sam She did?
Ms. Polski Tell me Sam, what kind of experience do you have with computers?
Sam I'm interested in electronics. I built a computer.
Sam It isn't pretty, but it is faster and more powerful than my friend's new computer.

Ms. Polski Very good. Can you help me in the Business Center today?
Sam Today? What do you want me to do?
Ms. Polski This week I want you to help guests with their business communications:
Ms. Polski faxing, copying, and using e-mail.
Sam I can also help take down the audio video equipment after the meetings.
Ms. Polski Great, that will really help. If you do well this week, we can talk about a transfer.
Sam A transfer?
Ms. Polski Yes. Would you like to work in the Tech Department?
Sam Of course. I'd love it.
Ms. Polski Do a good job this week.
Sam Thank you so much! I really need to change jobs. I've had a bad attitude lately.
Ms. Polski We noticed. Thanks to Ms. Lopez, you now have a new job.
Ms. Polski Now get over to the Business Center. They're very busy today.
Ms. Polski This is amazing. I can't believe it. Thanks again.
Sam Oh Teresa, I just talked to Ms. Polski.
Sam I'm sorry I was so rude to you earlier today. I was out of line.
Teresa Everybody has a bad day once in a while.
Sam Because of your recommendation, I might be transferred to the Tech Department.
Sam It's like a dream come true.
Teresa Pay attention to customer service and you'll get your transfer. Congratulations!
Sam I can't thank you enough. Oh, I have to go to the Business Center, 'bye.
Sam What is this?
Teresa It's a memo to go see the manager.
Sam Why did Teresa complain about me?
Teresa I complained because you were rude to me.
Sam Did I get fired?
Teresa No, you got transferred.
Sam In which department am I going to work?
Teresa You're going to work in the Tech Department.
Sam What does "I'm out of line" mean?
Teresa It means, you're doing the wrong thing.

Unit 12, Lesson 3: Vocabulary & Phrases

recommendation

unsafe

memo

office

rules

guests

computer

table

manager

staff

computer equipment

business center

audio video equipment

It's a busy day.

That's very efficient.

I'm impressed!

transfer to another department

make a recommendation

Be responsible! Don't drink and drive.

Watch out, that's unsafe.

What happened?

Do you understand?

What do you want me to do?

Unit 12, Lesson 3: Conversation Practice

Sam Criticism is when someone corrects you or tries to help you with advice. Watch this.

Teresa Sam, you have to control your temper when you hear criticism.

Sam You are right. Sometimes I get angry when I can't do things my way.

Sam Then I get frustrated.

Teresa Sam, it's important that you listen to your boss, even if you don't agree.

Sam Yes, I need to listen to other peoples' suggestions.

Teresa Sam, you can be a great employee here.

Teresa But we have to get along and be respectful of each other.

Sam I apologize. I was not respectful and I will be polite to everybody that works here.

Mrs. Stevens Accepting criticism is when you accept and agree when someone gives you advice, or tries to help you.

Teresa In the end, it is to your benefit.

Mrs. Stevens Teresa, you did not do a thorough job in checking out that new employee.

Teresa You're right. I trusted him because of his personality.

Teresa But I always need to follow up with a complete background check.

Mrs. Stevens Teresa, you did a poor job of screening James for that retail position.

Teresa I'm sorry, Mrs. Stevens. I learned my lesson and I will be more diligent next time.

Teresa I will be more careful.

Mrs. Stevens Teresa, you have to make sure you always follow procedures with personnel.

Teresa You are right. Not following procedures could jeopardize the safety of customers and employees.

Unit 12, Lesson 4: Lesson Script

Chloe Hello, how can I help you?
Mr. Flores Yes, I'd like to purchase these, please.
Chloe Certainly, anything else, sir?
Mr. Flores Hello. What? They want the report by tomorrow? No way!
Chloe Where can I get some documents shipped overnight?
Chloe In the Business Center on the second floor. They'll take good care of you there.
Mr. Flores Listen, I don't like the way this is happening.
Sam Hello, how may I help you?
Mr. Flores Yes, I've got an emergency. I need to ship this overnight.
Sam I'm sorry. You're too late. Our last pick up was at 3:00.
Mr. Flores What? These papers must be on my boss's desk in the morning.
Mr. Flores Now what am I going to do?
Sam Well, there are three things we can do. Number 1, we can fax it.
Sam Number 2, we can e-mail it.
Sam Or number 3, we can hire a driver to take it to the express shipping office.
Mr. Flores Call a driver for me.
Sam I don't know how much it will cost.
Mr. Flores I don't care how much it costs. If I don't deliver this report, I'll lose the account.
Sam OK.
Sam Frank, call a taxi for me to take a package to the shipping office.
Frank Hey, there's a package that needs to go to the express station.
Frank Can you stay around for a minute.
Sam Thanks Frank. Your cab is waiting for you, sir.
Mr. Flores Oh, great.
Sam We have to hurry. The shipping office closes at five. Fill in this form, please.
Mr. Brown Excuse me. Can I get some service here?
Sam I'll be with you in a minute, sir.
Sam Write the name and address of the person you are sending this to.
Mr. Flores Uh, what about this? Should I use the hotel's address?
Sam I just need your room number. I'll fill that in for you.
Mr. Flores OK.
Mr. Brown I haven't got all day. Could you hurry up?
Mr. Flores Calm down. We're almost done here. How much is this going to cost me?
Sam I don't know. I haven't weighed it yet. I need to put it on the scale.

Sam It's going to cost \$56.95. Let me print the shipping label.
Sam Sign here. The doorman has a driver waiting for you. You have plenty of time.
Mr. Flores OK. Thanks.
Sam You're welcome.
Sam I'm sorry about the wait. Now, what can I do for you?
Mr. Brown This is urgent. I need 200 double-sided copies of this. Does that copier make color copies?
Sam Yes, it does. So you want one sheet, double-sided, in color?
Mr. Brown Yes, 200 copies of this, back-to-back, in color.
Sam Give me your original. This copy machine is fast. It won't take long. I'll start right now.
Mr. Brown Good, because I also need 200 copies of this report.
Sam How many pages in the document?
Mr. Brown It's only fifty-two pages long.
Sam Only? That's going to take a little more time. When do you need them?
Mr. Brown I need the copies by 8:30 tomorrow morning.
Sam We can do that. Do you want this back-to-back also?
Mr. Brown Yes, it saves paper.
Sam And it saves money.
Mr. Brown I also want these stapled together.
Sam You got it. 200 double-sided, stapled copies. First thing in the morning.
Sam How do you want to pay for this?
Mr. Brown Charge it to my hotel account. I'll pay for everything at once. I'm in room 256.
Sam Let me swipe your card.
Sam When you checkout, the charges will be on your bill.
Sam Please sign here. And here's your copy.
Mr. Brown Thanks. See you in the morning.
Sam See you.
Sam What is this?
Mr. Flores That is a scale.
Sam How do I weigh a package?
Mr. Flores You weigh it on the scale.
Mr. Flores Was I on time for the overnight shipping?
Sam No, you weren't on time. You were late.
Mr. Flores How did I send the package?
Sam You hired a driver.
Sam What is that?
Mr. Flores That is a copier or copy machine.

Unit 12, Lesson 4: Vocabulary & Phrases

barcode

copier

copy

deliver

envelope

put it in an envelope

package

order

scale

weigh

weight

postage

What?

They'll take good care of you.

I've got an emergency.

What am I going to do?

I don't care.

Fill in this form.

I'll be with you in a minute.

What about this?

I haven't got all day.

double-sided pages

We can do that.

back-to-back

Unit 12, Lesson 4: Conversation Practice 1 of 2

Sam Sometimes customers are in a hurry, but they all want special attention.
Sam Be patient and polite.
Ms. Smart Hello, can you help me?
Sam Yes, ma'am. I'll be right with you.
Ms. Smart Excuse me. I'm in a hurry to fax this.
Sam Yes. I'm sorry but I need to finish helping this gentleman first.
Sam But here's a cover page. Can you fill it out please?
Ms. Smart Hello, can you help me?
Sam Yes, ma'am. I can help you in a minute.
Ms. Smart Well, I need to have these copies right away.
Sam Yes, ma'am. I'll help you in a minute,
Sam or you can use the self-service machine over there.
Ms. Smart OK, I'll wait a minute.
Sam I'm sorry for the wait. How many copies do you need?
Sam Hello, sir. How can I help you?
Mr. Flores Can you help me send this overnight?
Sam Sure, we have a pickup at four.
Sam Please fill out this form.
Mr. Flores Can you help me send this overnight?
Sam It's too late for pickup, but you can take a cab to the Parcel Express Office.
Sam It's about a mile away, and they're open till seven.
Mr. Flores Can you help me send this overnight?
Sam Yes. Fill this out and I'll put it into the computer.
Mr. Flores Hello, I need to make some copies.
Sam OK. You can use the self-service machine for 15 cents a copy,
Sam or I can do it for you and have it ready in a couple of hours.
Mr. Flores Does that cost extra?
Sam Then it's 17 cents a copy plus 2 cents more if you want it stapled.
Mr. Flores OK, I'll leave it here and come back later.
Sam Great, sir. Just write your name down for me.
Mr. Flores Is there an internet connection here?
Sam Yes, sir. You can use our computer for \$15 an hour,
Sam or you can plug in your own laptop for \$10 per hour.

Unit 12, Lesson 4: Conversation Practice 2 of 2

Ms. Smart Now let's practice "have" and "have got" which mean the same thing,
Ms. Smart and "had" which is past tense.
Mr. Flores Do you have an extra pen?
Ms. Smart Uh...yes, I have three.
Mr. Flores Have you got an extra pen?
Ms. Smart I had one around here somewhere.
Mr. Flores Have you got an extra pen?
Ms. Smart I have an extra. You can have it.
Mr. Flores Do you have my address?
Ms. Smart Yes, I have, but I don't have your phone number.
Mr. Flores I have a broken pencil.
Ms. Smart You'll have to get a new one.

Unit 12, Lesson 5: Lesson Script

Ms. Smart Excuse me.
Sam How may I help you, ma'am?
Ms. Smart I need to fax these immediately.
Sam Sure, please fill out this form.
Ms. Smart Here's my cover sheet. Send it to this fax number please.
Sam OK. I'll get your confirmation number when the fax goes through.
Ms. Smart I was just in the Gift Shop and that clerk was so rude.
Ms. Smart I need a fax machine, now.
Chloe Oh, the ATM is over there.
Ms. Smart I don't need a cash machine, I asked for a fax machine.
Chloe Oh, I'm sorry, I didn't understand you. I thought you said "cash" machine.
Ms. Smart No, I clearly said "fax" machine.
Chloe I'm sorry. I misunderstood.
Ms. Smart Are you going to tell me where I can find a fax machine, or do I have to call your supervisor?
Chloe You can send a fax at the Business Center on the second floor.
Ms. Smart Do you know her supervisor's name? I want to file a complaint about her.
Sam Ms. Lopez is our HR Manager. Here's her extension. Here are your originals and your fax confirmation number.
Ms. Smart Thank you.
Sam You're welcome.
Ms. Smart I am glad someone respects the guests. Charge it to room 523.
Teresa Hi Chloe, can we talk?
Chloe Sure.
Teresa I got a call from a guest and she said that you were rude and not very helpful.
Chloe Rude? I'm never rude! I'm always friendly. She was rude. She snapped at me.
Teresa She said you laughed at her.
Chloe I laughed at myself. I didn't understand what she said.
Chloe I didn't hear her correctly. I tried to be helpful.
Teresa OK, I wanted to hear your side of the story.
Teresa You have a customer. We'll talk later.
Chloe Hello, may I help you?
Ms. Smart How did I send my letter?
Sam You faxed it.
Ms. Smart Why did I want the supervisor's phone number?
Sam You wanted to complain about Chloe.

Ms. Smart
Sam

I wanted a fax machine, but what did Chloe think I said?
She thought you said cash machine.

Unit 12, Lesson 5: Vocabulary & Phrases

personnel

sales slip

keep calm

fax

form

cover sheet

fax machine

call

fill out

I want to file a complaint.

Can we talk?

I didn't understand you.

Sometimes I misunderstand.

I respect him.

I'm upset.

Unit 12, Lesson 5: Conversation Practice

Chloe A difficult customer can be a rude customer, an unhappy customer or an angry customer.
Chloe Always try to be polite and respectful.
Ms. Smart Can you tell me where I can find a fax machine?
Chloe You can send a fax at the Business Center on the second floor.
Ms. Smart Is that the only option?
Chloe I'm afraid it is, but they're very helpful up there.
Ms. Smart Why don't you have more postcards in the store?
Chloe I'm afraid we don't. I'm sorry.
Chloe But you're right. We should have a bigger selection.
Chloe Sometimes customers have problems with credit cards.
Ms. Smart OK, I will take these items please.
Chloe Very good. How would you like to pay for these?
Ms. Smart Here's my credit card.
Chloe I'm sorry this card is not going through. Do you have another one?
Ms. Smart Oh, why? There shouldn't be a problem.
Ms. Smart Here try this one.
Chloe Thank you, ma'am.
Chloe I apologize, ma'am, this card is also not going through. Do you have any others?
Ms. Smart This is embarrassing. I don't know what to say. Can't you just try again?
Chloe I tried twice and I'm afraid that's all I can do.
Chloe We can take cash or a check on a local bank.
Ms. Smart Never mind. I won't do business here again.
Ms. Smart What's wrong with this card?
Chloe It was declined.
Ms. Smart I know this account is paid up.
Chloe Call your bank. They'll help you.
Ms. Smart Good idea. Where's the customer service number?
Chloe It's on the back of your card.
Ms. Smart What's wrong with this card?
Chloe I'm sorry, I don't know, but it was declined.
Ms. Smart I know this account is paid up.
Chloe Why don't you call your bank? Maybe they can help you.
Ms. Smart Good idea. I think the number is on the back of the card.
Chloe I think so too. Turn it over and see.

Ms. Smart I can't read this. The print is too small.
Ms. Smart Can you read the customer assistance number for me?
Chloe Sure, 1 800 555 1188.
Ms. Smart OK, they said there were a lot of recent charges and they wanted to make sure that there wasn't a problem.
Ms. Smart It should go through now.
Chloe Oh, good, sorry for the inconvenience.
Ms. Smart Oh, no. I'm sorry.
Ms. Smart But I guess that's what they have to do now to prevent credit card fraud.