



**Teacher:**  
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# **English for** **Accounting**



# YOUR PERSONAL INFORMATION.





## UNIT 1

### Vocabulary:

|                                            |    |
|--------------------------------------------|----|
| - Personal introduction. -----             | 8  |
| - Office equipment/ Office supplies .----- | 11 |
| - Useful expressions for the office-----   | 17 |
| - Accounting vocabulary -----              | 19 |
| - The CV (Curriculum Vitae) -----          | 22 |
| - The job interview. -----                 | 26 |

### Grammar :

|                        |    |
|------------------------|----|
| - Simple present ----- | 30 |
|------------------------|----|

## UNIT 2

### Vocabulary :

|                         |    |
|-------------------------|----|
| - The phone call. ----- | 35 |
| - The letter. -----     | 37 |
| - E-mail -----          | 43 |
| - The report. -----     | 49 |

### Grammar :

|                                       |    |
|---------------------------------------|----|
| - Phrasal verbs for phone call. ----- | 52 |
| - Simple past -----                   | 53 |

## UNIT 3

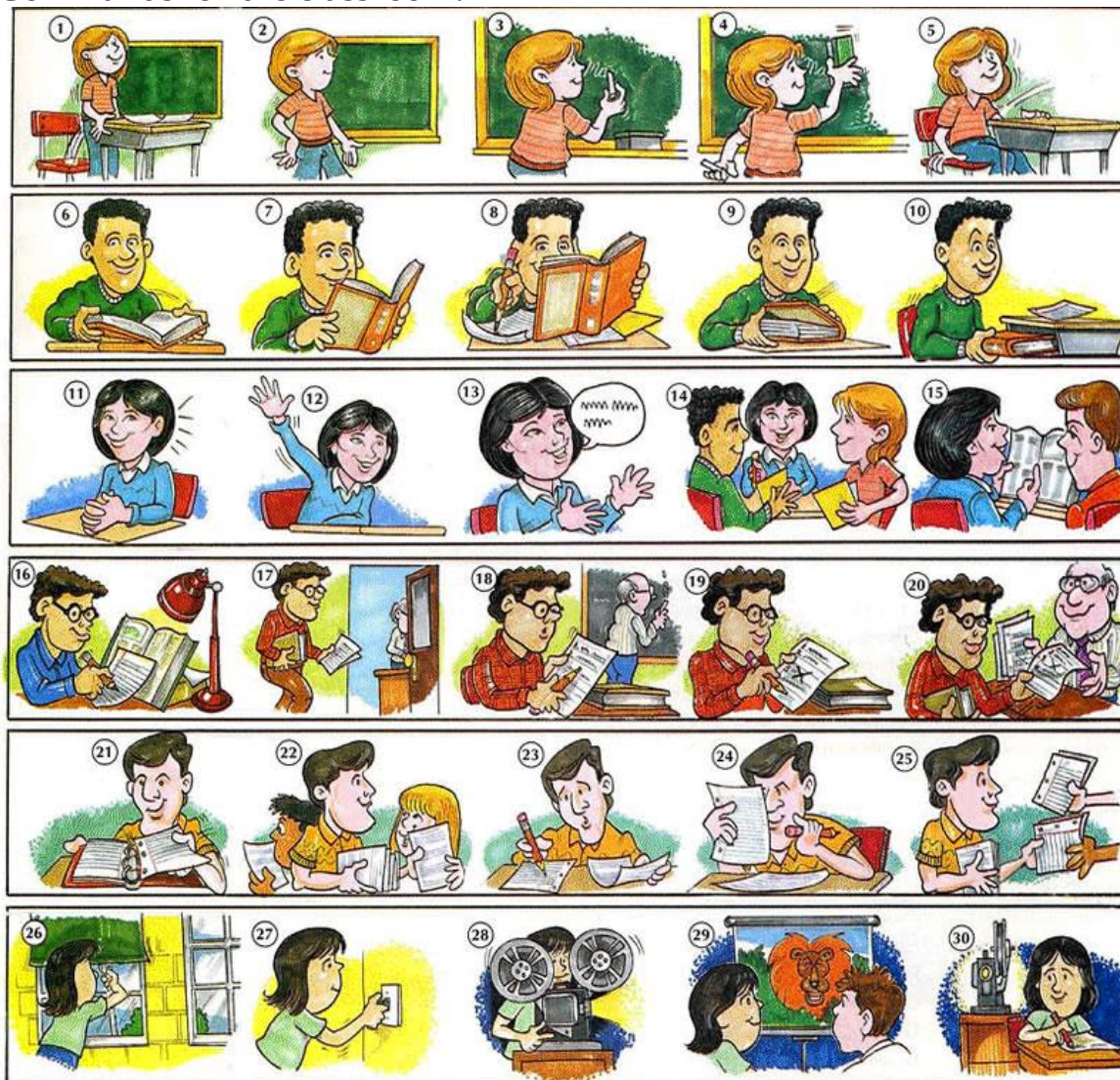
### . Vocabulary :

|                                              |    |
|----------------------------------------------|----|
| - Money and different ways of payment. ----- | 57 |
| - Services-----                              | 59 |

Grammar :

- Modal verbs: Must, may, should, have to, ought to-----63
- Phrasal verbs about employment. -----66

## Commands for the classroom:



- |                              |                                |                             |
|------------------------------|--------------------------------|-----------------------------|
| 1. Stand up.                 | 6. Open your book.             | 11. Listen to the question. |
| 2. Go to the board.          | 7. Read page eight.            | 12. Raise your hand.        |
| 3. Write your name.          | 8. Study page eight.           | 13. Give the answer.        |
| 4. Erase your name.          | 9. Close your book.            | 14. Work in groups.         |
| 5. Sit down./Take your seat. | 10. Put away your book.        | 15. Help each other.        |
| 16. Do your homework.        | 21. Take out a piece of paper. | 26. Lower the shades.       |
| 17. Bring in your homework.  | 22. Pass out the tests.        | 27. Turn off the lights.    |
| 18. Go over the answers.     | 23. Answer the questions.      | 28. Turn on the projector.  |
| 19. Correct your mistakes.   | 24. Check your answers.        | 29. Watch the movie.        |
| 20. Hand in your homework.   | 25. Collect the tests.         | 30. Take notes.             |

## Permissions and classroom expressions:

Can I drink  
water, please?

May I leave the  
room, please?

Could we ask our  
friends to help?

Can I open the  
window, please?

Can I go to the  
bathroom, please?

Can I open the  
door, please?

May I drink  
water, please?

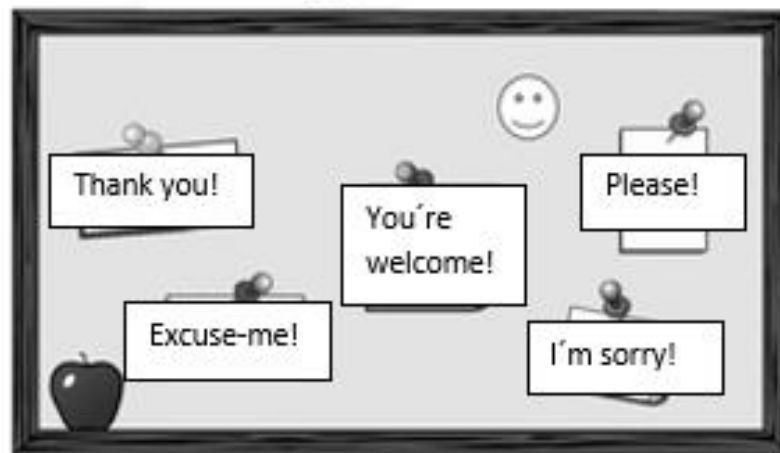
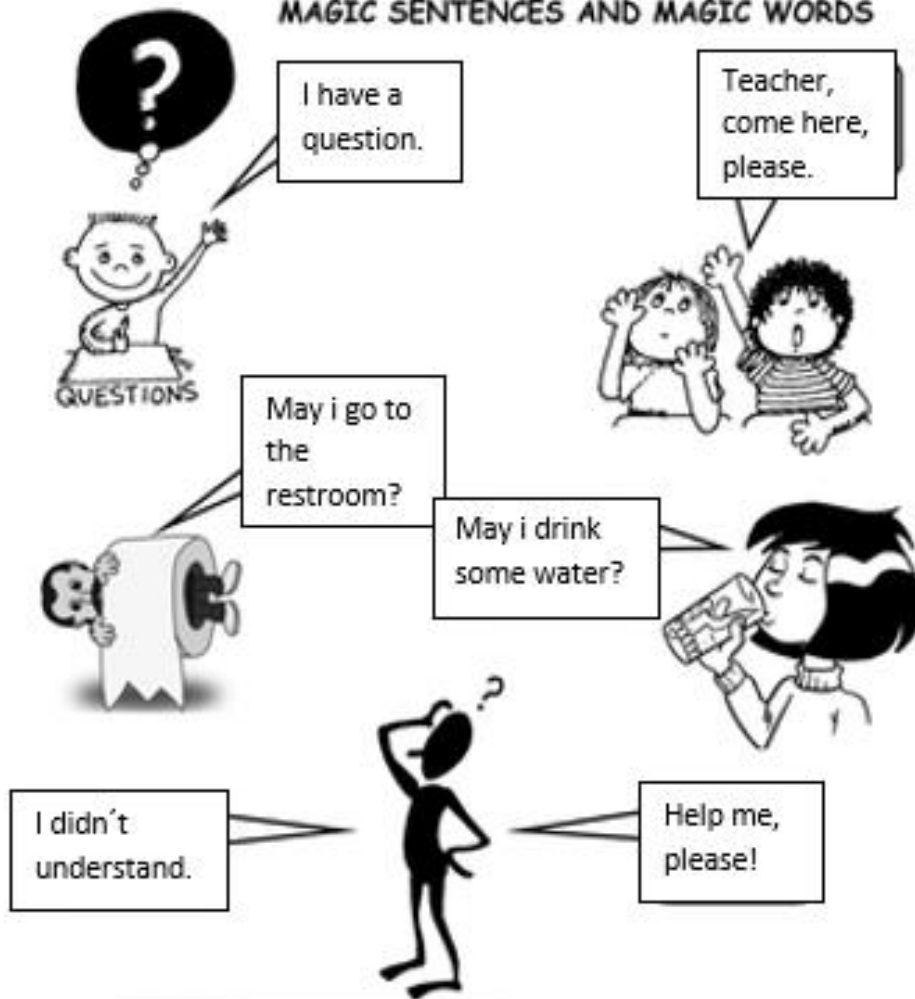
Can I turn off the  
lights, please?

Can I turn on the  
lights, please?

Would you mind  
helping me?



## MAGIC SENTENCES AND MAGIC WORDS





# Unit 1

## **You're going to learn:**

### **Vocabulary:**

- Personal introduction.
- Office equipment / Office supplies .
- Useful expressions for the office
- Accounting vocabulary
- The CV (Curriculum Vitae)
- The job interview.

### **Grammar :**

- Simple present

### **ACHIEVEMENT INDICATORS:**

Interactúa con respeto hacia sí mismo/a y las demás personas, valorando la identidad social y cultural propia y la de otros países.

Usa adecuadamente fórmulas habituales para iniciar, mantener y finalizar situaciones comunicativas propias del entorno profesional, tales como: presentaciones, reuniones, entrevistas, llamadas telefónicas, videoconferencias, etc.



# VOCABULARY UNIT 1

## How to Introduce Yourself

- Hello, I'm ... (name)
- I'm from ... (country)
- I'm ... years old.
- There are ... of us in my family.
- I live with my ...
- My birthday is on ...
- I work for (company) ... as a/ an ... (jobs)
- My hobby is ...
- I also like ... when I'm free.
- I am interested in ...
- I (don't) like ...
- My favorite day of the week is ... because ...
- My favorite month is ... because ...
- I'm married/ single/ engaged/ divorced.
- I (don't) have ... children.
- I've got a ... (pets)
- I'm ... (character and personality)
- My best quality is ...
- My best friend's name is ...
- I (don't) have ... international friends.
- I study English because ...
- I've been learning English for/ since ...
- I can express myself and communicate in English



### Character & Personality

- |             |               |               |
|-------------|---------------|---------------|
| - Brave     | - Unreliable  | - Creative    |
| - Calm      | - Lazy        | - Hardworking |
| - Gentle    | - Stingy      | - Rude        |
| - Courteous | - Insensitive | ...           |

### Months

- |            |             |
|------------|-------------|
| - January  | - July      |
| - February | - August    |
| - March    | - September |
| - April    | - October   |
| - May      | - November  |
| - June     | - December  |

### Majors

- Accounting
- Arts
- Economics
- History
- Humanities
- Marketing
- Journalism
- Sociology
- Philosophy
- ...



### Pets

- |          |            |
|----------|------------|
| - Dog    | - Cat      |
| - Puppy  | - Goldfish |
| - Mouse  | - Kitten   |
| - Rabbit | ...        |

## Exercises:

### I. Read and answer the questions:

# Let's meet Mathew

My name is Mathew but everybody calls me Matt. My last name is Clapton. I was born in Boston USA, on November 12<sup>th</sup>, 1995. I am 21 years old. I am a tall, slim guy with blond hair and brown eyes. I live with my parents and my siblings. Currently, we live in New York, on 25 Bedford Street. My father's name is George. He is 46 years old. My mother's name is Lisa. She is 43 years old. My sister is Danna and my brother is Tom. Danna is 19 years old and Tom is 16 years old. We have a pet. Its name is Luna. My favorite color is blue. In my free time I like going to the movies, reading and walking. Sometimes, I also like to visit my relatives and my friends. My telephone number is 550-1267. I study Engineering and Technology at Columbia University. It is a great place to study. My favorite kind of music is pop and my favorite type of movie is horror. I am not very interested in dancing, and I don't like to play tennis either. I prefer playing the guitar and I love playing soccer on weekends.



B. Answer the following questions according to the text.

1. How do people call Mathew?

\_\_\_\_\_

2. Where was he born?

\_\_\_\_\_

3. What does he look like?

\_\_\_\_\_

4. What does he like to do in his free time?

\_\_\_\_\_

5. What are his siblings' names?

\_\_\_\_\_

6. Where does he study?

\_\_\_\_\_

7. Is he interested in dancing?

\_\_\_\_\_

8. Does he like to play tennis?

\_\_\_\_\_

A. Create questions paying attention to the answer.

1. \_\_\_\_\_  
His name is Mathew.

2. \_\_\_\_\_  
He was born on November 12<sup>th</sup>, 1995.

3. \_\_\_\_\_  
He lives with his parents and his siblings.

4. \_\_\_\_\_  
He is 21 years old.

5. \_\_\_\_\_  
He studies Engineering and Technology.

6. \_\_\_\_\_  
His favorite kind of music is Pop.

7. \_\_\_\_\_  
Yes, he likes to play the guitar.

8. \_\_\_\_\_  
Yes, he loves to play soccer.

The following words refer to... (university, father, Mathew, family and Mathew, mother, pet)

**My** last name \_\_\_\_\_

**We** live in New York \_\_\_\_\_

**She** is 43 years old \_\_\_\_\_

**Its** name is Luna \_\_\_\_\_

**He** is 46 years old \_\_\_\_\_

**It** is a great place to study \_\_\_\_\_

I. Introduce yourself, create a virtual presentation--- follow the teacher's instructions:

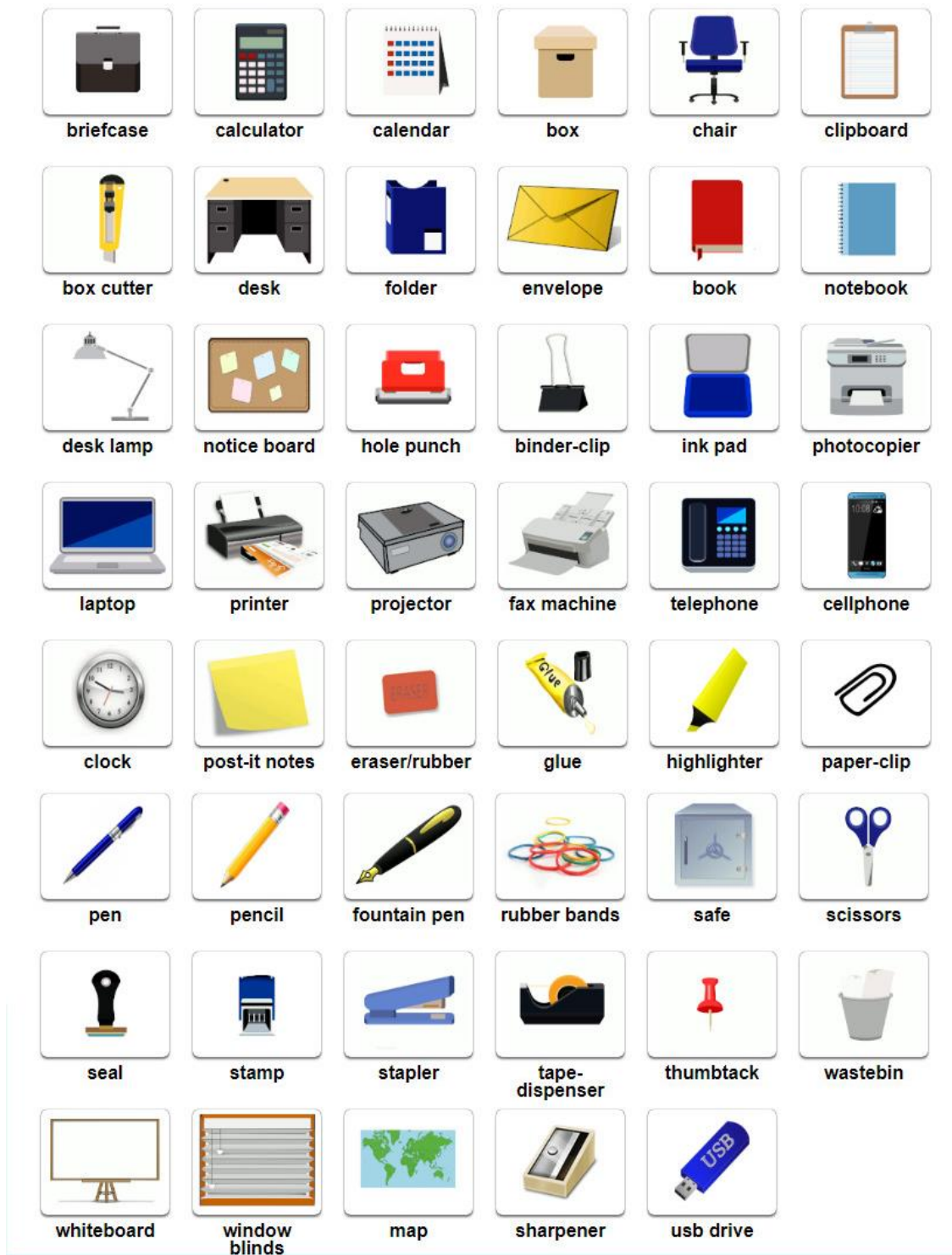
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## VOCABULARY: OFFICE EQUIPMENT AND SUPPLIES



GO TO THE WEBSITE AND PRACTICE:



## Exercises:

### 1. Match the pictures with the terms:

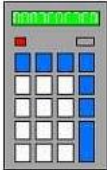
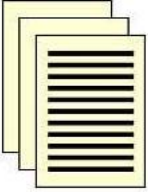
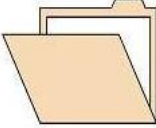
|                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                      |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|    |    |     |     |   |
| 1. _____                                                                            | 2. _____                                                                            | 3. _____                                                                             | 4. _____                                                                              | 5. _____                                                                             |
|    |    |     |    |   |
| 6. _____                                                                            | 7. _____                                                                            | 8. _____                                                                             | 9. _____                                                                              | 10. _____                                                                            |
|   |   |   |  |  |
| 11. _____                                                                           | 12. _____                                                                           | 13. _____                                                                            | 14. _____                                                                             | 15. _____                                                                            |
|  |  |  |  |                                                                                      |
| 16. _____                                                                           | 17. _____                                                                           | 18. _____                                                                            | 19. _____                                                                             |                                                                                      |
|  |  |  |                                                                                       |                                                                                      |
| 20. _____                                                                           | 21. _____                                                                           | 22. _____                                                                            |                                                                                       |                                                                                      |

|                 |              |               |              |                 |             |           |            |
|-----------------|--------------|---------------|--------------|-----------------|-------------|-----------|------------|
| .table lamp     | .fax machine | .stapler      | .photocopier | .filing cabinet | .keyboard   | .mouse    | .mouse pad |
| .wastepaper bin | .laptop      | .hole puncher | .clips       | .notebook       | .calculator | .scissors | .printer   |
| .screen         | .phone       | .computer     | .sell tape   | .chair          | .calendar   |           |            |

## II. Listen and point the next office supplies:

1. Rubber bands.
2. Scissors.
3. Pencil case
4. Sharpener
5. Usb drive
6. Paper clip
7. Notebook
8. Binder clip
9. Pen
10. Liquid paper

1.- Write the correct word from the box below each picture.

|                                                                                     |                                                                                     |                                                                                     |                                                                                      |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|    |    |    |    |
| 1.-                                                                                 | 2.-                                                                                 | 3.-                                                                                 | 4.-                                                                                  |
|   |   |    |   |
| 5.-                                                                                 | 6.-                                                                                 | 7.-                                                                                 | 8.-                                                                                  |
|  |  |  |  |
| 9.-                                                                                 | 10.-                                                                                | 11.-                                                                                | 12.-                                                                                 |
|  |  |  |  |
| 13.-                                                                                | 14.-                                                                                | 15.-                                                                                | 16.-                                                                                 |

STAPLER – COPY MACHINE – SCISSORS – LAPTOP – HOLE PUNCH – PEN –  
GARBAGE CAN – PAPER – COMPUTER – CHAIR – DESK – PEN – FILING CABINET –  
FOLDER – TELEPHONE – PRINTER



# READING

## My office

Source from <http://esl.about.com>

Like most offices, my office is a place where I can concentrate on my work and feel comfortable at the same time. Of course, I have all the necessary equipment on my desk. I have the telephone next to the fax machine on the right side of my desk. My computer is in the centre of my desk with the monitor directly in front of me. I have a comfortable office chair to sit on and some pictures of my family between the computer and the telephone. In order to help me read, I also have a lamp near my computer which I use in the evening if I work late. There is plenty of paper in one of the cabinet drawers. There are also staples and a stapler, paper clips, highlighters, pens and erasers in the other drawer. In the room, there is a comfortable armchair and a sofa to sit on. I also have a low table in front of the sofa on which there are some industry magazines.



Choose the correct answer based on the reading.

- What do I need to do in my office?  
A) relax B) concentrate C) study D) read magazines
- Which piece of equipment do I NOT have on my desk? A) fax B) computer C) lamp D) photocopier
- Where are the pictures of my family located? on the wall B) next to the lamp C) between the computer and the telephone D) near the fax
- I use the lamp to read: A) all day B) never C) in the morning D) in the evening
- Where do I keep the paperclips? A) on the desk B) next to the lamp C) in a cabinet drawer D) next to the telephone
- What do I keep on the table in front of the sofa? A) company reports B) fashion magazines C) books D) industry magazines

True or False:

Decide if the statements are 'true' or 'false' based on the reading.

- I work late every night.
- I use highlighters to help me remember important information.
- I keep magazines that are not related to my job in the office.
- It is important to me to feel comfortable at work.

## VOCABULARY:

### MEANING IN ENGLISH OF OFFICE SUPPLIES AND EQUIPMENT:

<https://promova.com/english-vocabulary/office-supplies-vocabulary>

- **Calculator:** something used for making mathematical calculations.
- **Pen:** stationary stuff for writing or drawing with ink.
- **Pencil:** a writing stationary stuff with a graphite or colored core; requires sharpening.
- **Marker:** a pen with a broad tip; used for coloring or highlighting.
- **Highlighter:** a type of marker; used to emphasize text by marking it in bright colors.
- **Eraser:** a piece of rubber or plastic; used to remove pencil marks.
- **Ballpoint Pen:** a pen that uses a ball to dispense ink onto paper.
- **Fountain Pen:** a sophisticated pen with a nib; uses liquid ink from a cartridge or converter.
- **Whiteboard Marker:** a marker used for writing on whiteboards; erasable.
- **Ink Cartridge:** a replaceable component of a fountain pen; contains ink.
- **Notebook:** a book of blank or lined pages; used for writing or note-taking.
- **Post-it Notes:** small adhesive pieces of paper; used for short reminders.
- **Envelope:** a flat paper container; used to send letters or documents.
- **Folder:** a binder of paper or plastic; used to hold and organize documents.
- **File Cabinet:** a piece of furniture with drawers; used to store files and documents.
- **Stapler:** a device that binds papers together; uses metal fasteners.
- **Paper Clip:** a piece of bent wire; used to hold papers together.

- **Rubber Band:** a loop of stretchy material; used to bundle items together.
- **Desk Organizer:** a container with compartments; helps organize small desk items.
- **Tape Dispenser:** a holder for adhesive tape; allows easy tearing and dispensing.
- **Bulletin Board:** a board for displaying notices or photos, often using pins or tacks.
- **Push Pin:** a small pin; used to attach items to bulletin boards.
- **Clipboard:** a board with a clip; holds papers in place.
- **Staple Remover:** a tool; used to remove staples from paper.
- **Ruler:** a straight-edged strip; measures length and assists in drawing straight lines.
- **Scissors:** a tool with two blades; used to cut paper and other materials.
- **Glue Stick:** a solid adhesive; applied by rubbing it onto a surface.
- **Canvas:** a fabric surface; used for painting.
- **Easel:** a stand; supports canvas or boards during painting or display.
- **Calendar:** a chart showing days, weeks, and months; helps track dates and appointments.
- **Agenda:** a book; organizes and plans daily activities and appointments.
- **Business Card:** a small card; displays personal contact information.
- **Desk Lamp:** a lamp; provides focused lighting on a desk.
- **Hand Sanitizer:** a liquid or gel; cleans hands without water.

## EXERCISES:

- I. **Choose 10 expressions from the vocabulary, make a glossary or a concept map--- in the notebook.**

# USEFUL EXPRESSIONS FOR THE OFFICE:

|                                                                                    |                                                                                    |                                                                                    |                                                                                     |                                                                                      |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|   |   |   |   |   |
| <b>Badge card</b><br>Acreditación                                                  | <b>Boss</b><br>Jefe                                                                | <b>Briefcase</b><br>Maletín                                                        | <b>Businessman</b><br>Hombre de negocios                                            | <b>Businesswoman</b><br>Mujer de negocios                                            |
|   |   |   |   |   |
| <b>CEO</b><br>Chief Executive Officer<br>Director ejecutivo                        | <b>Coffee break</b><br>Pausa, descanso                                             | <b>Break room</b><br>Sala de descanso                                              | <b>Corporate ladder</b><br>Escalafón                                                | <b>Customer service</b><br>Atención al cliente                                       |
|  |  |  |  |  |
| <b>Deadline</b><br>Plazo límite                                                    | <b>Meeting</b><br>Reunión                                                          | <b>Presentation</b><br>Presentación                                                | <b>Profit</b><br>Beneficio                                                          | <b>Losses</b><br>Pérdidas                                                            |



## ➤ READ AND MATCH:

|          |                      |                                                                   |
|----------|----------------------|-------------------------------------------------------------------|
| employer | <input type="text"/> | everyone who works in the company                                 |
| task     | <input type="text"/> | a person who manages the workers in the company                   |
| staff    | <input type="text"/> | a person or business that pays workers to do a job                |
| company  | <input type="text"/> | a fixed, regular amount of money given to someone for doing a job |
| bonus    | <input type="text"/> | a place where many people work at desks                           |
| office   | <input type="text"/> | a person who buys products or uses services                       |
| employee | <input type="text"/> | a business that makes or sells things or provides services        |
| salary   | <input type="text"/> | extra money given to a worker, often for especially good work     |
| customer | <input type="text"/> | a job you need to do                                              |
| boss     | <input type="text"/> | a worker                                                          |



# VOCABULARY FOR ACCOUNTING:

## **Accounting**

The information system that measures business activities, processes that information into reports and financial statements, and communicates the results to decision makers.

## **accounting cycle**

The process by which financial statements are prepared.

## **accounting equation**

The most basic tool of accounting: Assets = Liabilities + Owners' equity.

## **amortization**

Allocation of the cost of an intangible asset to expense over its useful life.

## **asset**

An economic resource that is expected to be of benefit in the future.

## **balance sheet**

List of an entity's assets, liabilities, and owners' equity as of a specific date. Also called the *statement of financial position*.

## **board of directors**

Group elected by the stockholders to set policy for a corporation and to appoint its officers.

## **capital**

Another name for the *owners' equity* of a business. The Financial Statements 35

## **common stock**

The most basic form of capital stock.

## **consolidation**

The method of accounting used for multiple entities that are under common ownership (more than 50% of the voting interests are owned by the same parties).

## **continuity assumption**

See going-concern assumption.

## **corporation**

A business owned by stockholders. A corporation is a legal entity, an "artificial person" in the eyes of the law.

## **current asset**

An asset that is expected to be converted to cash, sold, or consumed during the next 12 months, or within the business's normal operating cycle if longer than a year.

## **current liability**

A debt due to be paid within one year or within the entity's operating cycle if the cycle is longer than a year.

## **deficit**

Negative balance in retained earnings caused by net losses over a period of years.

## **Depreciation**

Allocation of the cost of a plant asset to expense over its useful life.

## **dividends** (p. 13)

Distributions (usually cash) by a corporation to its stockholders.

## **entity** (p. 8)

An organization or a section of an organization that, for accounting purposes, stands apart from other organizations and individuals as a separate economic unit.

## **equity** (p. 11)

See owners' equity and stockholders' equity.

## **equity method** (p. 17)

Method of accounting required for investments where 20% to 50% of voting interest is owned.

## **ethics** (p. 27)

Standards of right and wrong that transcend economic and legal boundaries. Ethical standards deal with the way we treat others and restrain our own actions because of the desires, expectations, or rights of others, or because of our obligations to them. **expenses** (p. 13)

Decrease in retained earnings that results from operations; the cost of doing business; opposite of revenues.

## **fair value** (p. 9)

The amount that a business could sell an asset for, or the amount that a business could pay to settle a liability.

## **Financial accounting** (p. 5)

The branch of accounting that provides information to people outside the firm.

| ACCOUNTING VOCABULARY      |                                |
|----------------------------|--------------------------------|
| Asset                      | activo                         |
| Liability                  | pasivo                         |
| Equity                     | Patrimonio neto                |
| Account payable            | Cuenta por pagar               |
| Account receivable         | Cuenta por cobrar              |
| Expense                    | gasto                          |
| Financial statement        | Estado de situación financiera |
| Furniture and fixtures     | Muebles y instalaciones        |
| Inventory                  | Inventario                     |
| Ledger                     | Libro mayor                    |
| Managerial accounting      | Contabilidad gerencial         |
| Net income                 | Ganancia neta                  |
| Net profit                 | Beneficio neto                 |
| Operating cost             | Costo de operación             |
| Operating profit           | Beneficio de explotación       |
| Straight-line depreciation | Depreciación constante         |
| Trail balance              | Balance de prueba              |
| Unfinished goods           | Bienes incabados               |
| sum                        | suma                           |
| audit                      | Auditoria                      |
| income                     | Ganancia del periodo           |
| bill                       | Nota de venta                  |
| income                     | Ganancia neta                  |
| invoice                    | factura                        |
| revenue                    | Ingreso                        |
| MORTGAGE                   | Hipoteca                       |
| insurance                  | Seguro                         |
| fraud                      | Fraude                         |
| falsify                    | Adulterar                      |
| INVEST                     | Inversión                      |

**I. Write the meaning in English of:**

- Mortgage \_\_\_\_\_
- Asset \_\_\_\_\_
- Liability \_\_\_\_\_
- Ledger \_\_\_\_\_
- Inventory \_\_\_\_\_

**II. Go to the website and practice:**

<https://wordwall.net/resource/29677855/accounting-vocabulary-1>

**III. CHOOSE 5 TERMS FROM THE VOCABULARY AND PRACTICE THE MEANING (IN THE NOTEBOOK):  
FOLLOW YOUR TEACHER'S INSTRUCTION.**

# THE CV (CURRICULUM VITAE)

## VOCABULARY:

- 1) **Personal information** – details about who you are
- 2) **About me** – an informal sentence or paragraph about you
- 3) **Full Name** – your first and last (family) name
- 4) **Undergraduate** – bachelor level at a college/university
- 5) **Graduate** – Master's level studies at a college/university
- 6) **Address** – street, city, state, and country where you live
- 7) **Phone** – your primary contact phone number
- 8) **Email** – electronic mail. This will likely be the primary way your future employer will contact you.
- 9) **Schools** – the school(s) you attended for your studies
- 10) **College** – higher education institution
- 11) **Graduation date** – the date you completed your degree(s)
- 12) **Professional experience** – the experience you have so far at any jobs
- 13) **Positions Held** – list of jobs you have held so far
- 14) **Dates worked** – amount of time worked at previous jobs
- 15) **Skills** – abilities you have
- 16) **Soft skills** – personal attributes that enable someone to interact effectively and harmoniously with other people
- 17) **Hard skills** – technical skills
- 18) **Leadership** – act of leading a group of people or organization
- 19) **Teamwork** – combined action of a group of people, especially when effective and efficient
- 20) **Position** – professional role within an institution



- 21) **Cover letter** – one page introduction and overview of experience and skills
- 22) **Qualifications** – reason why someone is suitable for a job
- 23) **Reference** – person who an employer can contact to verify your skills and work history
- 24) **Volunteer Work** – model of unpaid work widely accepted as a way to gain professional experience
- 25) **Extracurricular Course** – courses that complement the study load, whether for work or college/university
- 26) **Major accomplishments** – main achievements of previous jobs
- 27) **Nationality** – status of belonging to a country
- 28) **Intern** – a person who is specializing in an area of training and is starting to develop activities in a company
- 29) **Working knowledge** – knowledge of how to make something work without any deeper understanding of why it works
- 30) **Language Proficiency** – your knowledge of the languages you speak and the level of fluency in each of them.
- Beginning: when you are starting your studies and acquiring the basics.
  - Intermediate: when you have already started your studies and are a little more focused on the details
  - Advanced: when you already have knowledge of different vocabularies related to the language you are learning
  - Fluent: when you have mastered reading, writing, speaking and listening skills in a new language
  - Native speaker: when you have learned a language since birth



# SAMPLE

## David Gibbons

57 Outlands Road, Dingley, LE16 9SJ

Mobile: 079 3316 8158

E-mail: [David.gibbons@live.co.uk](mailto:David.gibbons@live.co.uk)

### Personal Profile Statement

A motivated, adaptable and responsible Computing graduate seeking a position in an IT position which will utilise the professional and technical skills developed through past work experiences in this field. I have a methodical, customer-focused approach to work and a strong drive to see things through to completion. In my current job, I have managed the launch and migration of two major IT systems which was completed on time and within budget.

### Achievements

- Implementing major systems with zero downtime and zero data loss
- Employee of the month for two consecutive months (2008)
- Member of the British Computing Society

### Education

2009 – 2013 BSc Computer Science (Hons) Aston University

- 1st Class Degree with Professional Placement

#### Relevant Modules:

- Professional and Social Aspects of Computing (73%)
- Data Modeling and Database Systems (59%)
- Understanding Information Systems (93%)
- Information Security (67%)
- Human Computer Interaction (80%)

2007 – 2009 BTEC National Diploma in IT Hall Green College

- Grade Achieved: Triple Distinction\*

2000 – 2007 Bournville Secondary School

- 8 GCSEs at grades A\*–C.

### Employment

Jun 2008 – Present IT Manager Maplins

- Mentoring and training new IT staff;
- Researching, installing and configuring new computer systems;
- Ensuring that all relevant licensing laws are adhered to;

- Keeping up to date with the latest technologies.

**Oct 2003 – Jun 2008    IT Support Officer    Ladypool Warehouse Ltd.**

- Provided extensive IT support to internal and external stakeholders;
- Installed and configured computer hardware operating systems and applications;
- Monitored and maintained computer systems and networks;
- Resolved, diagnosed and solved network problems and relevant software faults.

**Jan 1999 – Sept 2003    IT Admin    West London Council**

- Produced Requirements Documentation (diagrams and workflow);
- Maintained the computer network and information systems.

**1996 – 1999    Various jobs    Retail (sectors)**

## Qualifications

- Level 3 N.V.Q. Employability Skills
- MCSE, CISCO and Office365 Certification

## Skills

- Excellent knowledge of a variety of programming languages including Java, Python, C, JavaScript, PHP and SQL.
- Strong troubleshooting skills with software, hardware & network products
- Expert in networking fault diagnostics and troubleshooting, Cisco routers, Cisco switches, routing and switching configuration and technologies

## Hobbies and interests

I enjoy reading non-fiction books, building computer networks, solving puzzles and socialising with friends and family.

## References

**Mrs Saima Khan**  
IT Executive  
Maplins  
**Address:** 24 St Denys Road, Postling, CT21 3QF  
**Tel:** 0109 228 2091  
**Email:** [khan.s@maplins.co.uk](mailto:khan.s@maplins.co.uk)

**Mr Keith Butler**  
Senior IT Analyst  
Fujitsu  
**Address:** 12 Gold Ln, Bexley, BO1 5FE  
**Tel:** 0780 8462 3463  
**Email:** [keith.butler@gmail.com](mailto:keith.butler@gmail.com)

✓ **DESIGN YOUR CURRICULUM VITAE:**

**FOLLOW THE TEACHER INSTRUCTIONS:**

## Job interview!



## JOB INTERVIEW Project

**Interviewed:** Ana Karen Centeno Torres

**Interviewer:** Yessica Alfaro Hernandez

### Introduction

Interviewer: Are you Miss Ana Karen?

Interviewed: Yes, I am.

Interviewer: Thank you for coming

Interviewed: Of course.

Interviewer: Would you like a cup of coffee or water?

Interviewed: No thanks, I'm fine.

Interviewer: Alright. Then please come with me.

Interviewed: Sure.

### Self- Description

Interviewer: Could you tell me something about yourself?

Interviewed: Yes, my name is Ana Karen. I am a student at CBTis 229 in my last year of accounting.

Interviewer: How would you describe yourself?

Interviewed: I like being with people and helping people I enjoy problem solving and challenging work. I am a responsible and kind person.

### Special skills

Interviewer: Do you have any other skills that might help you on this job?

Interviewed: Yes, I have accounting experience, I can solve many important accounts under stress, I can speak English and Spanish. I also have good organizational skills

Interviewer: How about doing PR?

Interviewed: I also have experience with PR when I worked in an accounting firm.





## QUICK GUIDE - SAMPLE JOB INTERVIEW QUESTIONS

1. Tell me about yourself.
2. Why did you leave your last job?
3. What can you offer us that others cannot?
4. What are your strengths? Best skills?
5. What is your major weakness?
6. What qualifications do you have that you feel would make you successful here?
7. What are your career goals? Future plans?
8. What do you know about this company?
9. How many people have you managed/supervised in your recent positions?
10. What things are most important to you in a work situation?
11. In your last position, what were the things that you liked most? Liked least?
12. Why are you seeking a position with our company?
13. Why are you leaving your present job?
14. Give me an example from a previous job where you have shown initiative.
15. Why should I hire you?
16. Have you ever been fired and why?
17. If you had a choice, would you prefer to work alone or as part of a team?  
Why?
18. What are your hobbies?
19. What salary are you expecting? What do you expect to earn in this position?
20. What things are most important to you in a work situation?

***By practicing interview questions, you will become more comfortable with your own qualifications and will be better prepared to show how you can benefit an employer.***



## What to Wear to Your Job Interview

### Interview Attire for Men:

Clean shaven face or neatly trimmed beard

#### Two-piece suit

- Cleaned and pressed
- Conservative colors like navy and dark gray

#### Long-sleeve shirt, even in summer

- White or light blue solid color

#### Empty pockets to eliminate bulges

#### Conservative tie

#### Belt matching color of shoes

#### Leather shoes, black or cordovan

- Polish night before

#### No earrings

#### Clean, trimmed fingernails



### Tips

- ❗ Lay out your interview outfit the evening before and check for stains, tears or missing buttons.
- ❗ Make sure your interview clothing is clean and well pressed.
- ❗ Except for women's earrings, avoid body-piercing jewelry.
- ❗ Avoid perfume, cologne, and aftershave.
- ❗ Men should be clean-shaven. A carefully trimmed beard or mustache is also acceptable. Avoid stubble that looks like a few days of growth.
- ❗ If possible, cover your tattoos.
- ❗ Wear clothes that fit.
- ❗ Do not wear flashy jewelry or watches.



### Interview Attire for Women:

#### Two-piece, matched suit

- Skirt should cover thighs when seated
- Navy, black, gray or dark brown

#### Tailored blouse, shell or knit top

- Do not show cleavage
- Avoid gaping at chest

#### Leather Shoes

- No stilettos or platforms

#### Carry only one bag or tote

#### Avoid perfume

#### Avoid heavy makeup

#### Clean, trimmed fingernails



You only get one chance to make a good first impression with a potential employer. The clothes you wear are the first part of that first impression, so dress to impress. A business suit says you mean business, even though it may make you feel overdressed and uncomfortable. It shows that you care about making a good first impression. Thousands of people are eliminated as job candidates every week merely because they were not dressed appropriately for the interview, but a business suit is always appropriate.

- **BE READY FOR YOUR JOB INTERVIEW. GOOD LUCK.**
- **FOLLOW YOUR TEACHER'S INSTRUCTIONS.**

# GRAMMAR UNIT 1

## 1.5 SIMPLE PRESENT TENSE.

### Verb to be :



| AFFIRMATIVE |         | NEGATIVE     |             | INTERROGATIVE |
|-------------|---------|--------------|-------------|---------------|
| Full        | Short   | Full         | Short       |               |
| I am        | I'm     | I am not     | -           | Am I?         |
| You are     | You're  | You are not  | You aren't  | Are you?      |
| He is       | He's    | He is not    | He isn't    | Is he?        |
| She is      | She's   | She is not   | She isn't   | Is she?       |
| It is       | It's    | It is not    | It isn't    | Is it?        |
| We are      | We're   | We are not   | We aren't   | Are we?       |
| They are    | They're | They are not | They aren't | Are they?     |
| This is     | -       | This is not  | This isn't  | Is this?      |
| That is     | That's  | That is not  | That isn't  | Is that?      |

### Positive

He  
She  
It

+

starts

« 1st form of verb + '-s,-es,-ies' »

---

I  
You  
We  
You  
They

+

start

« 1st form of verb »

Example: She **starts** new diet.

Example: You **start** new diet.

### Negative

He  
She  
It

+

does not  
doesn't

+

start

« 1st form of verb »

---

I  
You  
We  
You  
They

+

do not  
don't

+

start

« 1st form of verb »

Example: She **does not** ( **doesn't** ) start new diet.

Example: You **do not** ( **don't** ) start new diet.

### Question

Does

+

He  
She  
It

+

start

« 1st form of verb »

---

Do

+

You  
We  
You  
They

+

start

« 1st form of verb »

Ex: She **starts** new diet.

Ex: You **start** new diet.

Does **she** **start** new diet?

Do **you** **start** new diet?



## Activities :

**I Part. Add -s-ies-es after each verb when necessary. Share your answers.**

|           |  |          |  |            |  |
|-----------|--|----------|--|------------|--|
| 1. Go     |  | 11. Milk |  | 21. start  |  |
| 2. Study  |  | 12. Do   |  | 22. finish |  |
| 3. Work   |  | 13. Cry  |  | 23. like   |  |
| 4. Stand  |  | 14. Swim |  | 24. pay    |  |
| 5. Watch  |  | Hide     |  |            |  |
| 6. Speak  |  | 16. Play |  | 26. cut    |  |
| 7. Have   |  | 17. Sing |  | 27. wake   |  |
| 8. See    |  | 18. Read |  | 28. be     |  |
| 9. Take   |  | 19. Rest |  | 29. write  |  |
| 10. Drink |  | 20. Wash |  | 30. use    |  |



**II. Part. Use the verbs in parenthesis to complete the following statements with Simple Present Tense.**

Cristina \_\_\_\_\_ (think) about her new job. She \_\_\_\_\_ (be) worried now. Her mother \_\_\_\_\_ (say) she (have) a great opportunity. Cristina \_\_\_\_\_ (study) at night, but she \_\_\_\_\_ (work – not) on weekends. Every morning she \_\_\_\_\_ (go) running with some friends. They \_\_\_\_\_ (listen) to rock music.

Cristina usually \_\_\_\_\_ (wear) sunglasses. She never \_\_\_\_\_ (get) up late. Cristina \_\_\_\_\_ (eat) a sandwich and \_\_\_\_\_ (drink) some coffee before exercising. She \_\_\_\_\_ (enjoy) playing volleyball at the park. Everybody \_\_\_\_\_ (think) Cristina is the best player. Finally, she \_\_\_\_\_ (go) to bed early.



**III. Part. Write a sentence by using the words below. Share your answers**

1) She / watch / a movie

\_\_\_\_\_

2) Isabel and Yami / do / their tasks

\_\_\_\_\_

3) Costa Rica / not / lose the game

\_\_\_\_\_

4) We / not / watch that movie

\_\_\_\_\_

5) Francisco and his father / paint / the house

\_\_\_\_\_

6) Alonso / not do / the laundry

\_\_\_\_\_

➤ **Complete using the verbs into simple present, add s, es when necessary.**

- I usually \_\_\_\_\_ (go) to school.
- They \_\_\_\_\_ (visit) us often.
- You \_\_\_\_\_ (play) basketball once a week.

4. Tom \_\_\_\_\_ (work) every day.
5. He always \_\_\_\_\_ (tell) us funny stories.
6. She never \_\_\_\_\_ (help) me with that!
7. Martha and Kevin \_\_\_\_\_ (swim) twice a week.
8. In this club people usually \_\_\_\_\_ (dance) a lot.
9. Linda \_\_\_\_\_ (take care) of her sister.
10. John rarely \_\_\_\_\_ (leave) the country.
11. We \_\_\_\_\_ (live) in the city most of the year.
12. Lorie \_\_\_\_\_ (travel) to Paris every Sunday.
13. I \_\_\_\_\_ (bake) cookies twice a month.
14. You always \_\_\_\_\_ (teach) me new things.
15. She \_\_\_\_\_ (help) the kids of the neighborhood.

#### EXTRA PRACTICE →

- I. GO TO THE PAGE AGENDAWEB TO COMPLETE THE ACTIVITY OF THE SIMPLE PRESENT TENSE : USE THE LINK--- <https://agendaweb.org/exercises/verbs/present/affirmative-forms-2>
- II. GO TO THE PAGE AGENDAWEB TO COMPLETE THE ACTIVITY WITH THE SIMPLE PRESENT NEGATIVE : USE THE LINK <https://agendaweb.org/exercises/verbs/do-does-exercises/negative-1.htm>
- III. GO TO THE PAGE ENGLISHROOM.COM TO COMPLETE THE VIRTUAL ACTIVITY ABOUT THE SIMPLE PRESENT NEGATIVE. USE THE LINK :

[http://www.english-room.com/grammar/presentsimpletense\\_dodoesnot\\_1.htm](http://www.english-room.com/grammar/presentsimpletense_dodoesnot_1.htm)

## Reading comprehension:

a. Read the heading. Do you think the writer enjoys his job? Discuss with your partner.

*I work in the Accounts Dept. and...*

My name is Robert. I work in the Accounts Dept. of a major company and I love my job.

The computer program that we employ for the management of projects, orders and administration is new and quite intuitive. It is used by all Departments; in the accounts Dept. it is used to manage the accounts payable, the accounts receivable, the company's liabilities and the source of income (fixed assets, current assets). It is also used to update the petty cash book and can generate the profit and loss statement, the general ledgers (GL), the balance sheet and various reports.

My typical daily routine involves checking, approving and recording the client pre-invoices that my colleague has issued. Each client pre-invoice must be associated with an internal order/project, then it is approved by me and my boss before being recorded and sent to the customer. I also deal with the unpaid accounts receivables. I do not really like debt collection, but it is an essential task.

The supplier invoices must be associated with an internal order/project too. I record them once a month, and I update the register of incomes and expenses for Income Revenue Authority too. After having paid the V.A.T. through the F24 form, I usually print the V.A.T. records in the middle of the following month.

Another role of the Accounts Dept. is the monthly management of the personnel. My colleague Alice deals with payrolls.

We mainly use the online banking for the banking operations, it's very simple and we do not have to go to the bank branch. We haven't used the checkbook for years, we pay suppliers by bank transfer or credit card. Our customers pay us only by bank transfer or SDD (SEPA Direct Debit). For this reason, the main banking operations I carry out are the bank transfer orders and standing orders requests for our regular suppliers.

I also deal with bank and credit card reconciliations. I check our bank accounts every morning. Once a week I send a copy of the statements to my boss and to our managing director.

b. Read these questions:

1. Is Robert the boss of his Department? YES \_\_\_\_ NO \_\_\_\_
2. Does he have direct relationships with customers? YES \_\_\_\_ NO \_\_\_\_

c. Read the text for 1 minute and answer the above questions yes or no. Then compare your answers with your partner.

d. Read these questions:

1. The company employs an old computer program. TRUE \_\_\_\_ FALSE \_\_\_\_
2. Robert issues invoices. TRUE \_\_\_\_ FALSE \_\_\_\_
3. He prints the V.A.T. record once a month TRUE \_\_\_\_ FALSE \_\_\_\_
4. The company pays suppliers by cheques/checks TRUE \_\_\_\_ FALSE \_\_\_\_
5. Robert uses online banking TRUE \_\_\_\_ FALSE \_\_\_\_

e. Read the text for 5 minute and answer the above questions true or false. Then compare your answers with your partner.

A.K.

1. FALSE 2. FALSE 3. TRUE 4. FALSE 5. TRUE



# Unit 2



## You're going to learn:

### Vocabulary :

- The phone call.
- The letter.
- E-mail
- The report.

### Grammar :

- Phrasal verbs for phone call.
- Simple past

### ACHIEVEMENTS INDICATORS:

Interpreta el sentido general, la información esencial, los puntos principales y los detalles más relevantes de mensajes orales directos (conversaciones, avisos, llamadas telefónicas, intervenciones, debates, conferencias, presentaciones, etc.) o recibidos mediante formatos electrónicos (videos, grabaciones de audio, radio, televisión), emitidos en inglés y relativos al ámbito profesional, siempre que se expresen en lenguaje estándar, a velocidad media y con posibilidad de aclaraciones.

Interpreta correctamente el contenido global de mensajes escritos en inglés en formato físico, digital o virtual (cartas, faxes, mensajes, informes, manuales, correos electrónicos, avisos, horarios, etc.) relacionados con el ámbito técnico y profesional, siempre que se utilice un lenguaje estándar, identificando registros con mayor o menor grado de formalidad, en función de la intención comunicativa y del contexto de la comunicación.

Produce textos claros escritos en inglés sobre temas relacionados con el entorno profesional (cartas, faxes, mensajes, informes, correos electrónicos, etc.) en formato físico, digital o virtual, adecuados a la situación de comunicación y de registro, y correctos en cuanto a la forma, cohesión y coherencia.

# VOCABULARY UNIT 2.

## The phone call

### TELEPHONE CONVERSATION

**Answering the phone:**

Good morning, England PC Services. ( This is ) Sarah speaking. How can/could/may I help you?

**Introducing yourself:**

Hello, this is Kevin Jelf from Friend Tecnology Firm.

**Asking for someone or something:**

Could/May/Can I speak to Charles Steven, please?

**Connecting someone:**

Just a moment, please. I'll see if he is in or if Mr Steven is available.



**Asking the person who is being called for the phone call:** Mr Steven? I've got a Mr Kevin Jelf on the line for you from Friend Tecnology Firm. Will you take the call?

**The person's answering for the phone call:**

Yes, please put him through. I'm not available right now.

**Connecting someone:**

Mr Jelf? Thank you for holding. I'm just putting you through to Mr Steven.

**Finishing a conversation:**

Thank you for calling, Mr Jelf. Good bye.

**Confirming information:**

Okay. Let me repeat that just to make sure.

**Problems/Making special request**

Sorry, I didn't quite catch that. Could you say your name/that again, please?

**Leaving a message with someone:**

Yes, it is Kevin Jelf here. Could you ask him to call me when he is available?

**Taking a message:**

I am sorry, Mr Steven is out/ busy now. Can I ask who is calling? Would you like to leave a message? Is there anyone else you would like to speak to?

**Explaining absence**

I'm sorry, he's in a meeting at the moment.

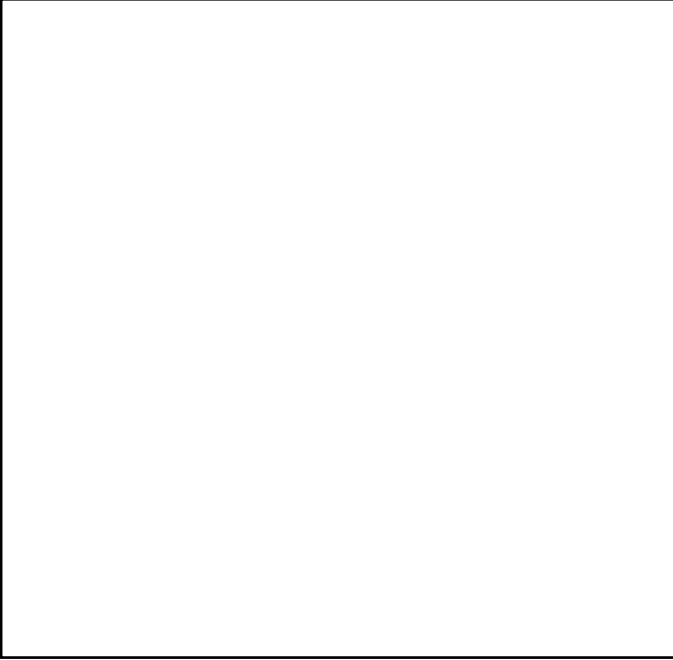


**PHONE ETIQUETTE for BUSINESS CALLS**

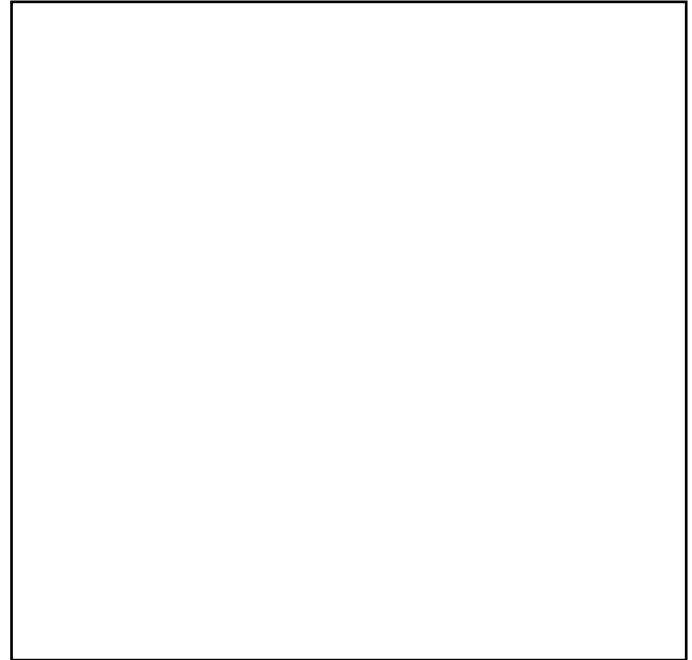
- Answer on the third ring**: Illustration of a hand picking up a ringing red rotary phone.
- Identify yourself/the company immediately**: Illustration of a man in a suit talking on a red rotary phone. A speech bubble says: "Good morning. Cypress Tech. Jim speaking."
- Don't use filler words**: Illustration of a man in a suit looking confused while on a red rotary phone. A speech bubble says: "Um ...". A large red 'X' is next to him.
- Don't leave people on hold for long**: Illustration of a smartphone screen showing a person on a video call with a red 'HOLD' button.
- Take detailed messages**: Illustration of a man in a suit writing on a notepad while on a red rotary phone.

- Role-play a conversation with a classmate between an office employee and a client.

Employee



Client





## THE LETTER:

A letter is a written message that can be handwritten or printed on paper. It is usually sent to the recipient via mail or post in an envelope, although this is not a requirement as such. Any such message that is transferred via post is a letter, a written conversation between two parties.

### Vocabulary for letters:

#### Opening / Greeting / Reply

- Messrs
- to the kind attention of
- the aim of this letter
- we wish to inform you that
- in reply to your letter
- following your instructions

#### Ending / Complimentary Close

- always at your service
- awaiting your reply
- best regards
- our kindest regards
- to look forward to / looking forward to an early reply
- we look forward to your kind reply
- looking forward to hearing from you
- we remain
- we thank you in advance
- we would appreciate it if you could answer
- we would appreciate your reply
- Yours faithfully / sincerely (GB)



# The DATE in English



There are two ways of saying the date in English.

## Written English



**March 7**

MONTH + DAY



**7<sup>th</sup> March**

DAY + MONTH

## Spoken English

**March seventh**

Even if the -th isn't written, an ordinal number is still said.

**The seventh of March**

## Numbers

**3 / 7 / 17**

MONTH / DAY / YEAR

**7 / 3 / 17**

DAY / MONTH / YEAR

## Days

We always use **ordinal numbers** for the date in spoken English.

- 1<sup>st</sup> first
- 2<sup>nd</sup> second
- 3<sup>rd</sup> third
- 4<sup>th</sup> fourth
- 5<sup>th</sup> fifth
- 6<sup>th</sup> sixth
- 7<sup>th</sup> seventh
- 8<sup>th</sup> eighth
- 9<sup>th</sup> ninth
- 10<sup>th</sup> tenth

## Months

Months always start with capital letters.

august ✗  
August ✓

What day is this?

**3 / 5 / 18**

March 5, 2018

3<sup>rd</sup> May 2018

Big difference!

## Years

Years are normally divided into two parts.\*

**1984**

nineteen eighty-four

1652 sixteen fifty-two

1941 nineteen forty-one

2017 twenty seventeen

\* **Exception:** For the years from 2000 to 2010, we normally say **two thousand and + number**.

2006 two thousand and six



# Listen and Write these Dates

1. Listen and write the dates.



| TUESDAY<br>15 | WEEKDAY | DAY AND MONTH | YEAR |
|---------------|---------|---------------|------|
| 1             |         |               |      |
| 2             |         |               |      |
| 3             |         |               |      |
| 4             |         |               |      |
| 5             |         |               |      |
| 6             |         |               |      |
| 7             |         |               |      |

2. Write the dates.



1

2

3

4



5

6

7

8

ISI Collection



## Parts of a Letter

### Heading

The heading can include your address and the date, but you can just put the date. The heading is in the upper right hand corner of your letter.

### Greeting

The greeting is your way of saying "hello." Since this is a letter to Santa, you can simply write, "Dear Santa," Don't forget your comma after your greeting.

### Body

The body is where you write your message and include your wish for others. Be sure to explain why you want this wish to come true.

### Closing

The closing is your way of saying "goodbye."  
You could use:

Sincerely,

Your friend,

Merry Christmas,

Happy Holidays,

Best wishes,

Yours truly,

### Signature

This is where you sign your name!

- Clic on the link and practice:

<https://www.liveworksheets.com/w/en/english-second-language-esl/55265>

<https://www.liveworksheets.com/w/en/english-second-language-esl/1041656>

SAMPLE

316 Colonial Pkwy  
Esterhazy, NM 87101

July 30, 2017

Ms. Ginny Clark  
Overwatch Villa  
7419 Bubble Net Road  
Baleen, WA 98101

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 575-555-9255, or at [mlawson@massairlines.com](mailto:mlawson@massairlines.com). I look forward to hearing from you.

Sincerely,



Miranda Lawson  
Director of Marketing, Mass Airlines

Enclosures: Three samples of print advertisements.

## EXERCISES:

WRITE A FORMAL LETTER TO AN ENTERPRISE USING  
“WORD” AND FOLLOW THE TEACHER’S  
INSTRUCTIONS:



# VOCABULARY: E-MAIL



ELECTRONIC MAIL, COMMONLY SHORTENED TO "EMAIL," IS A COMMUNICATION METHOD THAT USES ELECTRONIC DEVICES TO DELIVER MESSAGES ACROSS COMPUTER NETWORKS. "EMAIL" REFERS TO BOTH THE DELIVERY SYSTEM AND INDIVIDUAL MESSAGES THAT ARE SENT AND RECEIVED.

## The Parts of an Email

The diagram illustrates the components of an email using a sample email interface. Colored arrows point from labels to specific parts of the email:

- Email Address:** Points to the **TO:** field containing `teacher@schoolmail.com`.
- Subject:** Points to the **SUBJECT:** field containing `Assignment 12`.
- Greeting:** Points to the start of the email body text: `Hi Teacher,`
- Body:** Points to the main text of the email: `I hope you're well. I have a question about Assignment 12. Would I be allowed to do a text interview instead of a video interview? I picked my grand parents to interview and they don't have a video chat and they live far away. Please let me know.`
- Closing:** Points to the closing text: `Thank you, Student`

The email interface also shows a **FROM:** field with `student@schoolmail.com`, a **CC:** field, and a formatting toolbar with options like **FONT**, **B** (bold), **I** (italic), **U** (underline), and icons for link, unlink, smiley, list, and indent.

At the bottom, a status bar indicates: "Screencastify - Screen Video Recorder is sharing your screen." with buttons for **Stop sharing** and **Hide**.

# How to say an email address IN ENGLISH



username      domain name

**info@example.com**

↑                      ↑

at                      dot

*info AT example DOT com*

**@** at

**.** dot → dot ✓  
point ✗  
period ✗  
decimal ✗  
full stop ✗

**\_** underscore

**-** hyphen / dash

**pro.gamer\_boy-89@example.com**

↑      ↑      ↑      ↑      ↑

dot   underscore   dash   at   dot

*pro DOT gamer UNDERSCORE boy dash 89 AT example DOT com*

## Original Top-level domains

**.com** (dot com) commercial  
**.org** (dot org) organization  
**.edu** (dot e-d-u) education  
**.gov** (dot gov) government  
**.net** (dot net) network

## Country Top-level domains

**.br** (dot b-r) Brazil  
**.es** (dot e-s) Spain  
**.in** (dot i-n) India  
**.mx** (dot m-x) Mexico  
**.nz** (dot n-z) New Zealand  
*(Say each letter individually)*

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[www.grammar.cl](http://www.grammar.cl)

[www.woodwardenglish.com](http://www.woodwardenglish.com)

[www.vocabulary.cl](http://www.vocabulary.cl)

# Useful email expressions you can use every day



Useful email expressions for agreeing to a request someone has made:

- I would be delighted to...

Informal expression:

- I will be happy to... Useful email expressions for complaining
- I am writing to complain about...
- I am writing to express my dissatisfaction/disappointment
- I regret to say that ...

Useful email expressions for apologizing

- We would like to apologize for ...
- Please accept our apologies...
- Please let us know what we can do to compensate for any damages caused...



Useful email expressions for attaching files

- I am attaching..... (my CV)
- Attached you will find my CV
- I am sending you .....
- Please see the .... attached
- Please find attached the file you requested



source: <http://learnenglish.vn/>



## Internet & Email Vocabulary

|                          |                                   |                               |
|--------------------------|-----------------------------------|-------------------------------|
| <b>@</b> : at            | <b>G+</b> : Google+               | <b>IG</b> : Instagram         |
| <b>_</b> : underscore    | <b>LI</b> : LinkedIn              | <b>XOXO</b> : Hugs and kisses |
| <b>.</b> : dot           | <b>DM</b> : Direct message        |                               |
| <b>-</b> : hyphen        | <b>PM</b> : Private message       |                               |
| <b>*</b> : asterisk      | <b>ASAP</b> : As soon as possible |                               |
| <b>/</b> : forward-slash | <b>CUL</b> : See you later        |                               |
| <b>\</b> : back-slash    | <b>HAND</b> : Have a nice day!    |                               |
| <b>()</b> : parentheses  | <b>HRU</b> : How are you?         |                               |
| <b>ABC</b> : upper-case  | <b>LOL</b> : Laughing out loud    |                               |
| <b>abc</b> : lower-case  | <b>LTNS</b> : Long time no see    |                               |
| <b>#</b> : hash          | <b>MU</b> : I miss you            |                               |
| <b>[]</b> : brackets     | <b>IC</b> : I see                 |                               |



LEARN  
ENGLISH

## EXERCISES:

### Parts of an Email

Instructions: Drag the words below to the correct box at the side of the email to show the different parts of an email.

Closing

Opening

Subject

Body

**BCC=** Blind Carbon Copy, which means the recipients would not know who you have sent the message to.

**Cc=** Carbon Copy, which means the recipients would know who you have sent the message to

→ **To:**

→ **Cc:**

→ **Subject:** Confirm Job Interview

Hello Mr. Smith,

Thank you for your email inviting me for a job interview with Walter Mart. I am available to meet with you on Friday, June 2<sup>nd</sup> at 10:00pm. I will bring my resume and a list of references with me. I would really enjoy working as a cashier at your store. I look forward to meeting you on Friday.

Sincerely,

Martha Jones  
519-979-1234

A recipient is the name of the person receiving the message. **(To)**

#### Questions about the Email:

1. Who is the email from?
2. Who is the email to?
3. What is the subject of the email?
4. When is the interview?
5. Martha is happy about the interview.
6. In Email Id -Marth\_Jones@gmail.com

Username is  and Domain name is



# PRACTICE AND SEND AN EMAIL TO THE TEACHER:

➤ FOLLOW THE TEACHER INSTRUCTIONS.

## HOW TO EMAIL A TEACHER

- 1 Subject Line**  
Your subject line should be a short summary of your email (2-6 words)  
**EXAMPLE**  
Missing Assignments  
Technical Difficulties  
Late Work
- 2 Say Hello**  
Just like you would do so in person, say hello first.  
**EXAMPLE**  
Good morning, Mrs. Gracey  
Aloha, Mr. Ellis  
Greetings from above!
- 3 Why?**  
Tell the teacher why you are emailing them. Include details.  
**EXAMPLE**  
I am emailing because...  
I can't find...  
Can you please help me with...
- 4 End Your Email**  
Close your email with a simple goodbye.  
**EXAMPLE**  
Thank you for your help.  
Have a nice day.  
See you in class.
- 5 Include Your Name**  
Names are important, including yours! Let's use it.  
**EXAMPLE**  
Pat Momes  
Geno Smith, English 2  
Mina Caines, SID#100257

**TIP: DON'T SHOUT!**  
Use sentence case when writing emails.

**I NEED TO RETAKE MY TEST.**

**New Message**

**To:** myteacher@myschool.org  
**Subject:** Missing Assignment

Good morning,

I am emailing you because I have already turned in my book report. However, it still shows that I am missing the assignment in the grade book. Can you tell me if you have received it?

Thank you for checking on this.

Tommy Smith

Send

tcea

## THE REPORT:

A report is a formal document written for a specific audience to meet specific needs.

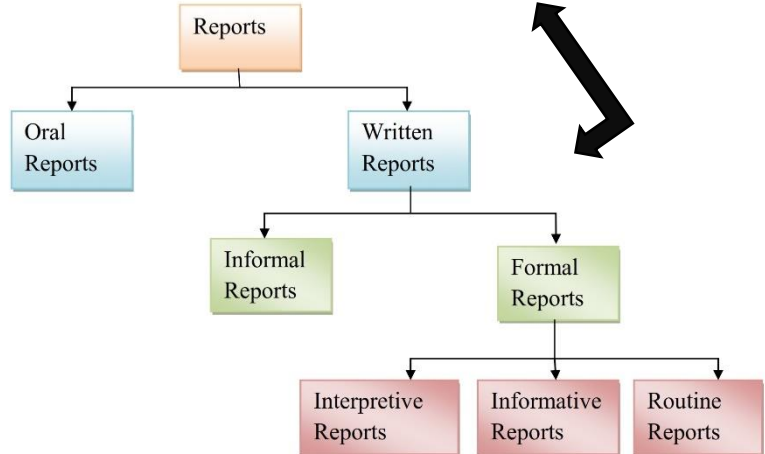
It may contain facts of a situation, project or a process.

It is an analysis and interpretation of data, events and records, along with inferences and conclusions; drawn from objective data; or suggestions and recommendations.

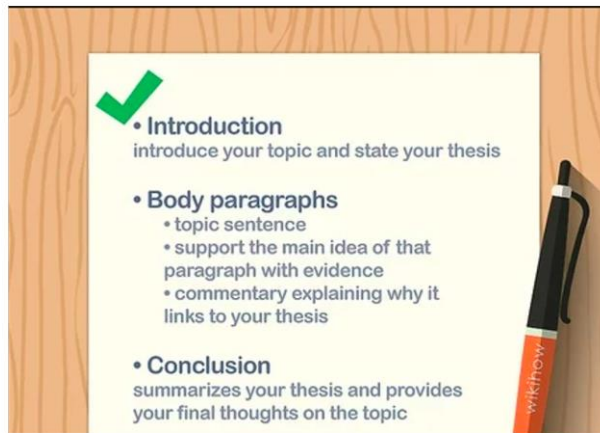
It can be accommodated in a page, or can be a lengthy report.



## TYPES OF REPORTS



## PARTS:



- ANNEXES
- BIBLIOGRAPHY



## EXERCISES:

### I. Write the parts of the report:

- |                            |                 |               |         |    |
|----------------------------|-----------------|---------------|---------|----|
| 1. Annexes<br>Bibliography | 2. Introduction | 3. Conclusion | 4. Body | 5. |
|----------------------------|-----------------|---------------|---------|----|

#### The Effects of Pollution on Local Wildlife

The aim of this report is to discuss the effects of pollution on the local wildlife and suggest ways in which improvements or regulations can be made to protect the environment. The issue of pollution has become a growing concern for our community, and the consequences on the wildlife are alarming.

#### Pollution in the Local Area

According to several studies, the most common pollutants are air pollution, water pollution, and land pollution. These pollutants have severe effects on wildlife, including respiratory problems, skin diseases, and decreased reproductive abilities. One issue is that factories continue to release harmful chemicals into the air and water, and many people dispose of their waste irresponsibly. The current situation is unacceptable because it not only harms the wildlife but also threatens the health of the local population.

#### Improvements and Regulations

It was suggested that to address the issue of pollution, individuals and companies should be held accountable for their actions. The vast majority of students believe that more recycling programs should be implemented to reduce the amount of waste that goes into landfills. By implementing these changes, the improved air and water quality would lead to healthier living conditions. I would, therefore, strongly recommend that the local government take action.

Based on the above, the best course of action would be to regulate the industry and implement recycling programs to protect the environment and wildlife. We must act now to reduce the harmful effects of pollution and protect our planet for future generations.

### Break out English

<https://breakoutenglish.com/b2/how-to-write-a-report/>





## GRAMMAR UNIT 2



Complete the phrasal verbs in each sentence. Remember to conjugate the verbs in the correct tense.

Put on      Call back      Dial out      Get through      Get back

- Hotel operator, "If you want to \_\_\_\_\_ (make a call outside of the hotel), you have to dial 9 first".
- It's difficult to \_\_\_\_\_ (get a connection) to the customer helpline in the mornings.
- I'm sorry, he's out right now. Can you \_\_\_\_\_ (phone again) at about seven o'clock?
- I'll \_\_\_\_\_ to you with my response in a few days.
- Dean, "Hi Aunt Nancy, It's Dean. How's everything?"  
Aunt, "Hi! Fine thanks. Just a minute, I'll \_\_\_\_\_ (give the phone to) your uncle \_\_\_\_\_ so you can tell him all the news."

Complete the phrasal verbs in each sentence. Remember to conjugate the verbs in the correct tense.

Call      back      Cut      Hang      Hold

Nina: Hi Mrs. Smith. Can I speak to Chloe again please? I was speaking to her and we were \_\_\_\_\_ off.

Mrs. Smith : Yes, of course. Can you \_\_\_\_\_ on for a minute and I'll call her.

Chloe : Hi Nina, I've been meaning to \_\_\_\_\_ you \_\_\_\_\_, but I couldn't find your number.

Nina: Sorry, can you \_\_\_\_\_ up, I can't hear you

Chloe :Hello, are you still there? Hello? I think she just \_\_\_\_\_ up.

Nina: Wait! Please don't \_\_\_\_\_ up!

Mrs. Smith : Why don't you \_\_\_\_\_ Nina \_\_\_\_\_ and invite her to your party.

# SIMPLE PAST

## What is the Past Simple Tense?

The past simple helps us talk about actions that happened in the past and completed actions that took place at a specific time in the past.

## Examples

- I went to the store yesterday.
- She did her homework last night.
- We had dinner at a restaurant last week.
- He was at the park yesterday.
- They read a book last month.

## How to Form the Past Simple

The past simple is formed by using the base form of the verb and adding **-ed** to the end (for regular verbs).

- walk → walked

It's also used with the auxiliary verbs "did" and "have."

- "I did my homework."

The past simple can also be used with the verb "be."

- "I was at the park yesterday."

## Past Simple Formula:

Subject + verb (base form) + -ed/did/have/was

## + Affirmative

**SUBJECT**  
I / you / we / they  
he / she / it

**VERB**  
+ lived ...

- + Affirmative: I **lived** in London.
- + Affirmative: She **lived** in Paris.
- + Affirmative: He **watched** a movie.
- + Affirmative: They **wanted** a holiday.

Past tense regular verbs end in **-ed**.

There is only one form of each verb in the past simple tense.\*

\* The exception is **TO BE** which has two forms: **was** and **were**.

## - Negative

**SUBJECT**  
I / you / we / they  
he / she / it

**AUXILIARY**  
+ didn't +

**VERB**  
speak  
need  
live

⊗ The base form of the infinitive = ~~to~~ go, ~~to~~ need, ~~to~~ speak, ~~to~~ live  
The verb is not in the past tense in negative sentences. "Didn't" tells us it is a past tense sentence.

- + Affirmative: I **lived** in Spain.
- Negative: I **didn't live** in Spain.
- + Affirmative: He **watched** a movie.
- Negative: He **didn't watch** a movie.

## ? Question

**AUXILIARY**  
Did +

**SUBJECT**  
I / you / we / they  
he / she / it

**VERB**  
speak  
need  
live

⊗ The base form of the infinitive = ~~to~~ go, ~~to~~ need, ~~to~~ speak, ~~to~~ live  
The verb is not in the past tense in questions. "Did" tells us we are asking a past tense question.

- + Affirmative: You **lived** in Italy.
- ? Question: **Did** you **live** in Italy?
- + Affirmative: She **watched** a movie.
- ? Question: **Did** she **watch** a movie?



# COMMON IRREGULAR VERBS

| BARE FORM   | PAST SIMPLE | PARTICIPLE     | BARE FORM    | PAST SIMPLE  | PARTICIPLE   |
|-------------|-------------|----------------|--------------|--------------|--------------|
| • awake     | • awoke     | • awoken       | • hold       | • held       | • held       |
| • be        | • was, were | • been         | • keep       | • kept       | • kept       |
| • beat      | • beat      | • beaten       | • know       | • knew       | • known      |
| • become    | • became    | • become       | • lay        | • laid       | • laid       |
| • begin     | • began     | • begun        | • lead       | • led        | • led        |
| • bend      | • bent      | • bent         | • leave      | • left       | • left       |
| • bet       | • bet       | • bet          | • lend       | • lent       | • lent       |
| • bid       | • bid       | • bid          | • let        | • let        | • let        |
| • bite      | • bit       | • bitten       | • lie        | • lay        | • lain       |
| • blow      | • blew      | • blown        | • lose       | • lost       | • lost       |
| • break     | • broke     | • broken       | • make       | • made       | • made       |
| • bring     | • brought   | • brought      | • mean       | • meant      | • meant      |
| • broadcast | • broadcast | • broadcast    | • meet       | • met        | • met        |
| • build     | • built     | • built        | • pay        | • paid       | • paid       |
| • buy       | • bought    | • bought       | • put        | • put        | • put        |
| • catch     | • caught    | • caught       | • read       | • read       | • read       |
| • choose    | • chose     | • chosen       | • ride       | • rode       | • ridden     |
| • come      | • came      | • come         | • ring       | • rang       | • rung       |
| • cost      | • cost      | • cost         | • rise       | • rose       | • risen      |
| • cut       | • cut       | • cut          | • run        | • ran        | • run        |
| • dig       | • dug       | • dug          | • say        | • said       | • said       |
| • do        | • did       | • done         | • see        | • saw        | • seen       |
| • draw      | • drew      | • drawn        | • sell       | • sold       | • sold       |
| • drive     | • drove     | • driven       | • send       | • sent       | • sent       |
| • drink     | • drank     | • drunk        | • sing       | • sang       | • sung       |
| • eat       | • ate       | • eaten        | • sit        | • sat        | • sat        |
| • fall      | • fell      | • fallen       | • sleep      | • slept      | • slept      |
| • feel      | • felt      | • felt         | • speak      | • spoke      | • spoken     |
| • fight     | • fought    | • fought       | • spend      | • spent      | • spent      |
| • find      | • found     | • found        | • stand      | • stood      | • stood      |
| • fly       | • flew      | • flown        | • swim       | • swam       | • swum       |
| • forget    | • forgot    | • forgotten    | • take       | • took       | • taken      |
| • forgive   | • forgave   | • forgiven     | • teach      | • taught     | • taught     |
| • get       | • got       | • got (gotten) | • tear       | • tore       | • torn       |
| • give      | • gave      | • given        | • tell       | • told       | • told       |
| • go        | • went      | • gone         | • think      | • thought    | • thought    |
| • grow      | • grew      | • grown        | • throw      | • threw      | • thrown     |
| • hang      | • hung      | • hung         | • understand | • understood | • understood |
| • have      | • had       | • had          | • wake       | • woke       | • woken      |
| • hear      | • heard     | • heard        | • win        | • won        | • won        |
| • hit       | • hit       | • hit          | • write      | • wrote      | • written    |

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## EXERCISES:

1. Write the simple past form of the verbs below:

|              |                |
|--------------|----------------|
| meet- _____  | collect- _____ |
| go- _____    | paint- _____   |
| drive- _____ | invent- _____  |
| sleep- _____ | stop- _____    |
| think- _____ | hug- _____     |
| ride- _____  | jump- _____    |
| come- _____  | see- _____     |
| fly- _____   | become- _____  |
| be- _____    | fight- _____   |
| sing- _____  | cry- _____     |

2. Separate the verbs from exercise 1 into the columns:

| Regular Verbs                    | Irregular Verbs                  |
|----------------------------------|----------------------------------|
| <br><br><br><br><br><br><br><br> | <br><br><br><br><br><br><br><br> |

3. Change the sentences into Negative or Interrogative forms:

- Anne played tennis yesterday. (-) \_\_\_\_\_  
\_\_\_\_\_
- Your friends ate some hamburgers last night. (?) \_\_\_\_\_  
\_\_\_\_\_
- Alex and Chris were in Rio in October. (-) \_\_\_\_\_  
\_\_\_\_\_
- Betina read a whole book yesterday. (?) \_\_\_\_\_  
\_\_\_\_\_

4. Complete the sentences with the past of the verbs in ( )::

- I didn't \_\_\_\_\_ coffee today! (make)
- My friend \_\_\_\_\_ the day at home. (spend)
- Wallace \_\_\_\_\_ his mother a beautiful present. (give)
- \_\_\_\_\_ the students \_\_\_\_\_ the tickets for the show? (buy)

I. WRITE ABOUT YOUR EXPERIENCE IN YOUR INTERSHIP LAST WEEK:

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# Unit 3

## **You're going to learn:**



### **Vocabulary :**

- Money and different ways of payment.
- Services

### **Grammar :**

- Modal verbs: Must, may, should, have to, ought to
- Phrasal verbs about employment.

## **ACHIEVEMENT INDICATORS:**

Interpreta adecuadamente la información contenida en mensajes, documentos, textos y manuales escritos en inglés sobre operaciones y funciones propias del entorno profesional.

Posee ánimo de colaboración y trabajo en equipo.



## VOCABULARY UNIT 3

### Money and different ways of payment

MONEY TALKS





**Match.**

Tip  
ATM  
Cash  
Currency  
Loan  
Withdraw  
Interest  
Invest

1. Automated Teller Machine
2. Coins or bank notes
3. The money used in a country
4. Money owed by one person to another
5. To put money into business
6. Take money from a bank account
7. Money paid for borrowing or investing money
8. Small sum of money given to a waiter, taxi driver, etc.

**Match.**

1. If you work, you \_\_\_\_\_ money.
2. If you go shopping, you \_\_\_\_\_ money.
3. If you buy something, you \_\_\_\_\_ for it with cash or a credit card.
4. If you don't use your money carefully, you \_\_\_\_\_ it.
5. If you haven't got enough money, you \_\_\_\_\_ it from friends or from the bank.
6. If you want to \_\_\_\_\_ money, you put it in the bank, or you \_\_\_\_\_ it in a company and hope the company is successful.



pay  
spend  
waste  
invest  
earn  
save  
borrow



**Match.**    pocket money    cash    change    wages    salary

1. Money in notes and coins
2. Money you get back when you buy something
3. Money you get paid every year for working
4. Money you get paid for doing a job
5. Money parents give their children



**Look at the different types of money. Which words describe British money, and which describe American?**

1. a ten pence piece
2. a quarter
3. a one pound coin
4. a dollar bill
5. a five pound note
6. a penny
7. a dime
8. fifty cents

**Find the following from the list of words below.**

a bill    a cheque    a bank account    a share  
a credit card    a fine    a fare    a wallet  
a purse    a piggy bank    a money belt    a debit card

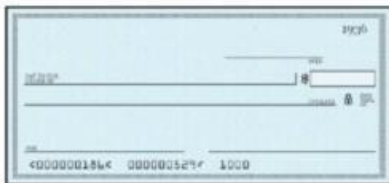
| 3 ways to pay for something | 3 things you carry money in | 3 things you must pay | 3 ways to save money |
|-----------------------------|-----------------------------|-----------------------|----------------------|
|                             |                             |                       |                      |
|                             |                             |                       |                      |
|                             |                             |                       |                      |



# MONEY! MONEY! MONEY!

1. Write the words under the pictures:

| Money       | Cash  | Change                      | Gold                      |
|-------------|-------|-----------------------------|---------------------------|
| Credit card | Coins | Cheque (UK) /<br>Check (US) | Notes (UK) /<br>Bill (US) |



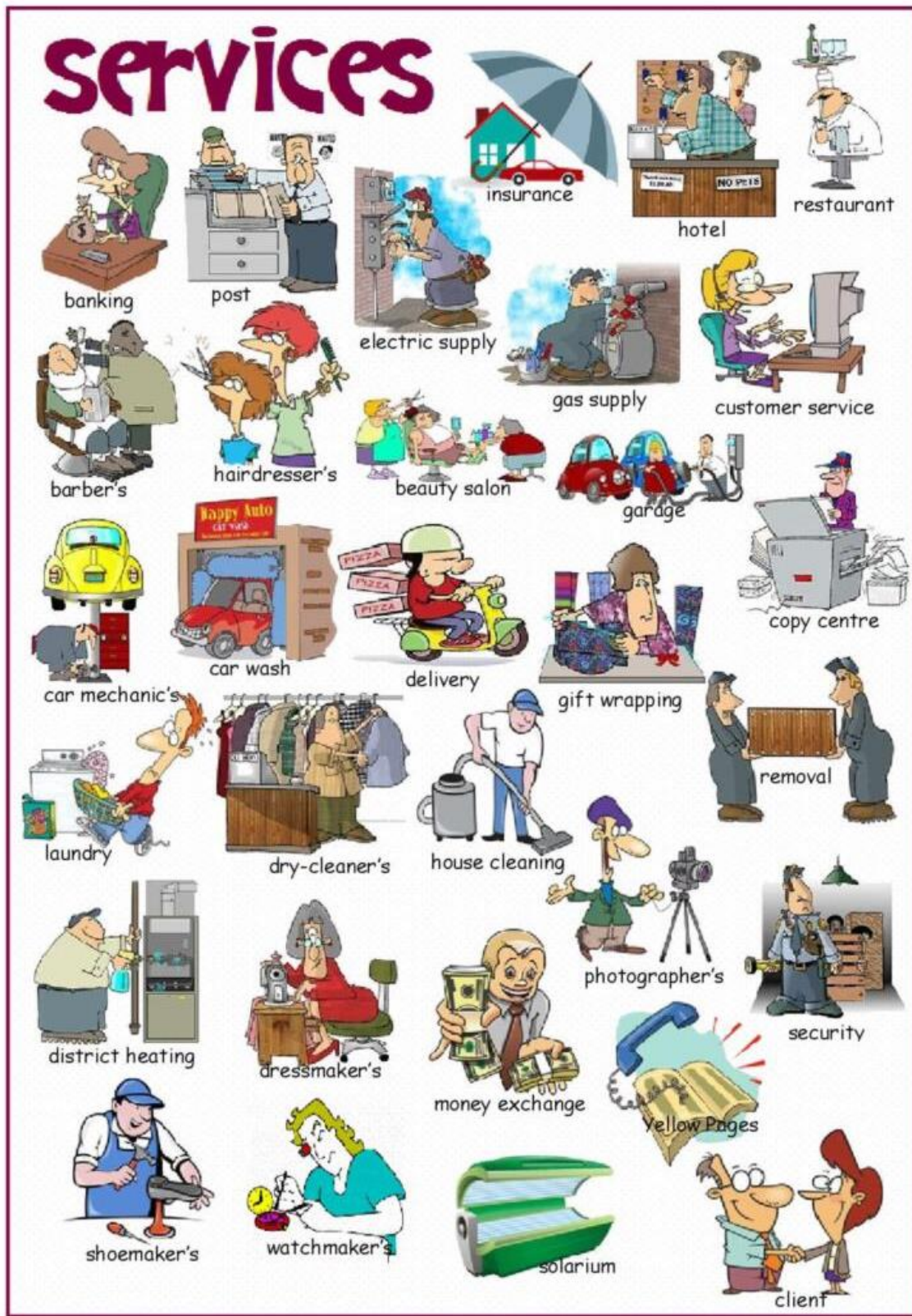
2. Name the country:

|                     |
|---------------------|
| US Dollar =         |
| Canadian Dollar =   |
| Australian Dollar = |
| Euro =              |

|                      |
|----------------------|
| New Zealand Dollar = |
| Rupee =              |
| Pound Sterling =     |
| Rand =               |

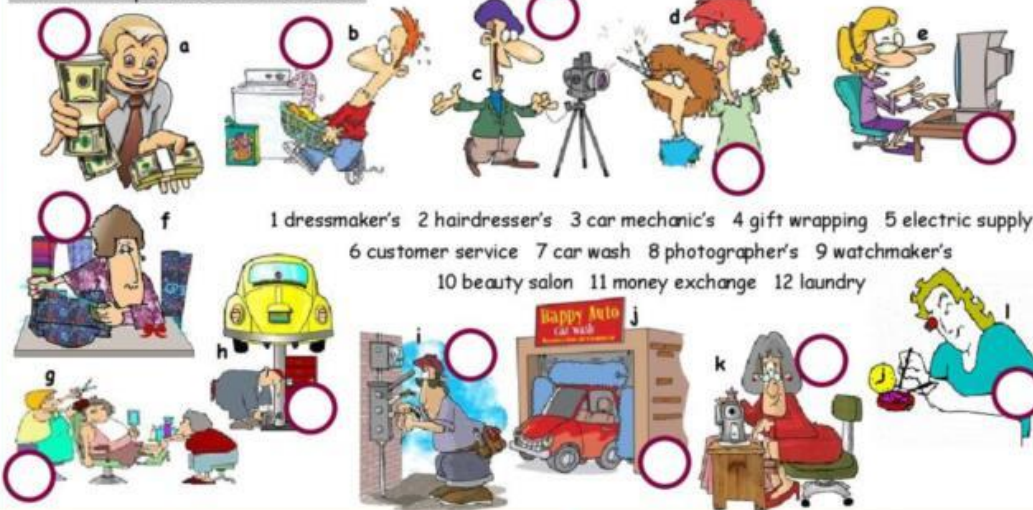


# VOCABULARY:



# services

1 Match the pictures and the words.



2 Find ten services in the word search.

I S E C U R I T Y  
N C G S G T U D D  
S B A R B E R ' S E  
U A R R V I P A L  
R N A Y W F T E I  
A K G B H A O R V  
N I E I P O S T E  
C N H O T E L H R  
E G L A U N D R Y



3 Find the odd words.

- 1 barber's - shoemaker's - delivery - hairdresser's
- 2 banking - car mechanic's - garage - car wash
- 3 post - banking - insurance - gift wrapping
- 4 laundry - Yellow Pages - money exchange - delivery
- 5 photographer's - dressmaker's - hairdresser's - client

4 Complete the sentences with the correct words.



insurance dry-cleaner's garage  
service laundry

- 1 A shop where clothes and other things are cleaned by using chemicals, not water: \_\_\_\_\_
- 2 A place where cars are repaired: \_\_\_\_\_
- 3 A place where you send things like sheets and clothes so that somebody can wash them for you: \_\_\_\_\_
- 4 An agreement where you pay money to a company so that it will give you a lot of money if something bad happens: \_\_\_\_\_
- 5 A business that does useful work for all the people in a country or an area: \_\_\_\_\_

5 Put the letters in the correct order.

- 1 lclcrueyipsept: \_\_\_\_\_
- 2 arsurneatt: \_\_\_\_\_
- 3 sglnoehcneiu: \_\_\_\_\_
- 4 amlrveo: \_\_\_\_\_
- 5 tawshkramec: \_\_\_\_\_
- 6 lvyereid: \_\_\_\_\_





## READING

### What Fresh Graduates Should Know about Their First Jobs



For recent graduates, internships may become a stepping stone to full-time, paid employment. Before accepting an offer to work as an intern you should get some information about the company's reputation of procuring their interns and decide accordingly. If they usually hire one intern but have tens of employees working day and night, it is better to look for other companies. The best place to have an internship position is an organization that gives you an opportunity to gain real work experience and develop your skills instead of using you as a cheap worker.

Another thing that should be considered is the size of the company. Sometimes bigger and more established organizations are better as they have a clear hierarchy and therefore it gives you a clear idea of your position and the job description and most importantly, it will be easier to get a mentor. Startups with only five employees are usually more flexible in terms of job responsibilities and therefore it makes it harder to define your position and get mentors.

After you choose a company, do a little research on the company including the people who work there. You can do a Google search and comb social media such as LinkedIn, Facebook and Twitter to dig deep about the company's hiring managers and what they expect from a new employee.

Social media is also very useful to keep in touch with as many people as you can and build your network. Do not hesitate to maintain any personal connection you have because those connections could be the first ones who inform you about a new job opening or any vacant positions you can apply for.

If you aim for a dream job, do not overlook an entry-level position just because it offers mediocre salary. Entry-level employees are more likely to be given room to grow and learn from their mistakes. They will also be able to figure out the job routines and get used to them when they actually get the position they have been dreaming about.

As your first few jobs might be very demanding yet less rewarding, remember to have fun and enjoy your life. Working overtime may not always be a good idea to accelerate your career, especially if you have to be more stressed than your seniors who earn bigger salaries. Setting the time for exercise and social life will make your life more balanced and stress free.

### Work Reading Comprehension

1) What should a fresh graduate take into account when finding an internship?

- A) ☐ Company's recruitment procedure.
- B) ☐ Company's reputation of hiring interns.
- C) ☐ Company's worker union.
- D) ☐ Internship salary.

2) Why is a more established organization a better place to work as an intern?

- A) ☐ It has flexible work hours.
- B) ☐ It offers higher salary.
- C) ☐ It has clear job descriptions.
- D) ☐ It offers full-time position.

3) What are the recommended media for doing research on the company?

- A) ☐ Google search, Facebook, LinkedIn
- B) ☐ Google search, Twitter, Yahoo
- C) ☐ Google search, Twitter, Gmail
- D) ☐ Google scholar, LinkedIn, Twitter

4) Why is networking important for recent graduates?

- A) ☐ To get information about job openings.
- B) ☐ To get information about job security.
- C) ☐ To keep in touch with an ex-employer.
- D) ☐ To maintain good relationship with fellow interns.

5) What is the advantage of taking an entry-level position?

- A) ☐ Getting mediocre salary.
- B) ☐ Getting promotion.
- C) ☐ Understanding company's policy.
- D) ☐ Understanding job routines.

## GRAMMAR UNIT 3

### Modal Verbs and How to Use Them

Modal verbs express ideas such as possibility, intention, obligation, and necessity.

Modal verbs are different from other verbs.

1. Modal verbs don't change their form (spelling).
2. Modal verbs don't use an "S" for third person singular.
3. Modal verbs have no infinitive or participle (either past or present).
4. Modal verbs make questions by inversion ("He can go" becomes "Can he go?").
5. Modal verbs are followed by the infinitive of another verb without "to."

**Can   Could   May   Might   Must**  
**Will   Would   Shall   Should   Ought to**

[www.xterraweb.com](http://www.xterraweb.com)

XterraWeb

[facebook.com/XterraWeb](https://facebook.com/XterraWeb)

### Examples of Modal Auxiliary Verbs

onlymyenglish.com

#### Can Could

- She **can** read Spanish language.
- **Can** you return my books?

#### May Might

- She **may** have caught a fever in the night.
- **May** I come into the classroom?
- It **might** have done damage inside.
- Either situation **might** be the case..

#### Will Would

- You **will** remember our whole life.
- John **will** play football tomorrow.
- **Would** you like to have coffee?
- **Would** you open the door, please?

#### Shall Should

- Next year, I **Shall** buy a new car.
- Today, I **shall** watch a movie.
- You **should** attend the class more regularly.
- We **should** drink a lot of water.

#### Must Ought

- We **must** attend his marriage.
- You **must** not spit in this zone.
- We **ought** to love our younger.
- You **ought** clean up your room.



## SHALL SHOULD MUST OUGHT TO

**Ex 1** Fill in must or mustn't, then number the pictures.

- 1 You ..... be so aggressive when you drive!
- 2 You ..... be crazy to go out in this weather!
- 3 I ..... get up early tomorrow morning.
- 4 You ..... see Eastwood's Gran Torino. It's really excellent.
- 5 Notice in a petrol station: You ..... smoke in this area.
- 6 Students ..... wear a school uniform.
- 7 Employer: "You ..... make personal calls from the office".
- 8 Doctor to patient: "You ..... drink alcohol after this operation."

**Ex 2** Fill in the correct form of have to.

- 1 Tomorrow I ..... to work a lot.
- 2 Kim missed the flight and he ..... buy a new ticket.
- 3 If you ..... to study, I'll call you later.
- 4 I don't like ..... to wash up after dinner.
- 5 Liza is happy because tomorrow is Sunday and she ..... to go to school.
- 6 Jerry is very angry because he ..... to

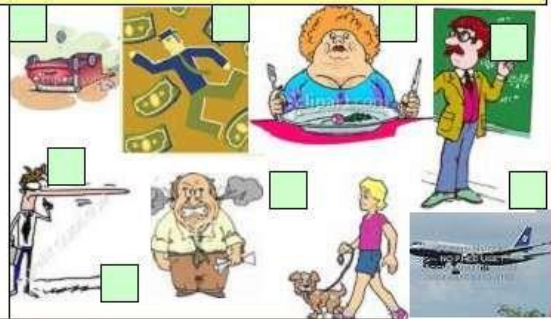
**Ex 4** Fill in the following forms expressing obligation: Are expected, are not supposed, is due, are not to, owes, was supposed, is bound, are bound. Then number the pictures.

**Ex 3** Fill in should, shouldn't, should have, shouldn't have

- 1 You ..... keep the stereo on so loud. You're disturbing your neighbours.
- 2 That car is an old model. It ..... cost much money.
- 3 Lorna ..... travelled by plane but she could find no ticket. So she came by train instead.
- 4 Meryl is too selfish; she ..... try to be more helpful with her schoolmates.
- 5 If my mother ..... need my help, I would go home immediately.
- 6 Jim ..... told all those lies to his teacher.

**Ex 5** Fill in using the following: should(4), had better, had to, ought to(3), don't have to, do you owe, having, should have, must not, shall(2).

- 1 Edmund ..... walk the dog, but he fell asleep. His brother walked the dog instead of him.
- 2 You ..... use my car again. You are a dangerous driver.
- 3 If you are a teacher, you ..... to be tolerant and competent.
- 4 My plane ..... to land at 10 p.m.
- 5 My brother is a spendthrift and he always ..... me money.
- 6 When my father sees the phone bill, he ..... to get very angry.
- 7 If you tell lies, you ..... to be found out sooner or later.
- 8 If you are on a diet you ..... to eat a lot.



- 1 Yesterday Tom ..... write a difficult paper but she was too tired and asked her sister for help.
- 2 If you ..... change your car, let me know. I may buy your old car.
- 3 I'm convinced that young children ..... have access to internet without their parents' control.
- 4 Driver to friend: "I can't find my driving license. What ..... I say if the police stops me?"
- 5 Tracy is too sedentary. She ..... go to the gym at least once a week.
- 6 Daughter to mother: "I ..... study today. I'm on holiday."
- 7 You look worried: ..... such a lot of money to your sister?
- 8 It's important that you ..... arrive on time tomorrow.
- 9 ..... to study for hours is one of my recurrent nightmares.
- 10 That window is broken. You ..... mend it before it gets too cold.
- 11 It's late, you ..... run or you'll miss the beginning of the concert.
- 12 It's a pity that Charles ..... be too busy to come to visit us.
- 13 Herbert is very sorry he didn't listen to his mother. He ..... followed her advice.
- 14 If Linda ..... call, tell her I'll be back in an hour.
- 15 You look really exhausted. You ..... to go to bed right now.
- 16 What ..... I give Thomas for his degree party?





# Should & Ought to

We use **should** to ask for or give someone advice.

We use **should** to say what we think is the right or best thing for a person to do.

Examples:

**Should I** buy a new car?

Ann **should** go to the doctor.



We use **ought to** to give someone advice / recommendation. (stronger than should)

We use **ought to** to express some kind of moral obligation/ moral duty.

Examples: You **ought to** respect older people.

You **ought to** obey the law.



**A. Fill in the blanks with should/ought to + one of the following verbs: pay(2x) - eat - respect - be(3x) - give - go - learn**

|                                                                                                 |                                                                                                    |                                                                                              |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <p><b>1</b></p> <p>Sam .....<br/>how to swim<br/>because he can fall.</p>                       | <p><b>2</b></p> <p>Pam .....<br/>careful with the<br/>sun or else she will<br/>get sunstroke..</p> | <p><b>3</b></p> <p>Tess .....<br/>more persistent.<br/>She shouldn't quit<br/>so easily.</p> |
| <p><b>4</b></p> <p>People .....<br/>pregnant women a<br/>seat in buses and<br/>trains.</p>      | <p><b>5</b></p> <p>Andrew .....<br/>and drink less. He<br/>..... careful<br/>with his health.</p>  | <p><b>6</b></p> <p>Tim .....<br/>taxes although he<br/>doesn't agree with<br/>them.</p>      |
| <p><b>7</b></p> <p>Pat .....<br/>all her bills even if it<br/>takes some time to<br/>do it.</p> | <p><b>8</b></p> <p>Young people<br/>..... older<br/>people's opinions.</p>                         | <p><b>9</b></p> <p>John .....<br/>to the doctor. He<br/>has a terrible flu.</p>              |

**B. Circle the correct answer.**

- Kate **should/ought to** study for the test.
- Ann **should/ought to** respect her parents. She shouldn't be so rude.
- Jack **should/ought to** drive carefully in order to avoid accidents.
- Vicky **should/ought to** pay her house rent every month.
- Ricky **should/ought to** do his homework everyday.

**C. Complete the sentences with should /shouldn't or ought to.**

- The boys ..... pay attention to what they are doing.
- Tom ..... respect his grandmother. He ..... shout with her like he usually does.
- John ..... speak to his boss about his problem.
- Kate ..... pay the income taxes.
- Ann ..... go to school because she has got a terrible cold.
- The students ..... be late for school.

## GRAMMAR: Phrasal verbs about employment.

|                                                                                                                                                                                                                          |                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>Burn out</u></b></p> <p>Be extremely tired</p>  <p>E.g. If he doesn't stop working so hard, he'll <b>burn himself out</b>.</p> | <p><b><u>Call off</u></b></p> <p>Cancel</p>  <p>E.g. They have <b>called off</b> the meeting.</p>                                          | <p><b><u>Hand in</u></b></p> <p>Give something to a person in authority</p>  <p>E.g. You must all <b>hand in</b> your projects by the end of next week.</p> |
| <p><b><u>Knock off</u></b></p> <p>Stop working</p>  <p>E.g. Let's <b>knock off</b> for lunch.</p>                                       | <p><b><u>Knuckle down</u></b></p> <p>Start working harder</p>  <p>E.g. I'm going to have to <b>knuckle down</b> to some serious study.</p> | <p><b><u>Take on</u></b></p> <p>Employ someone</p>  <p>E.g. She was <b>taken on</b> as a trainee.</p>                                                       |
| <p><b><u>Take over</u></b></p> <p>Take control of something</p>  <p>E.g. I intend that you shall <b>take over</b> the business.</p>   | <p><b><u>Work out</u></b></p> <p>Develop in a successful way</p>  <p>E.g. Things have <b>worked out</b> quite well for us.</p>           | <p><b><u>Fill in for</u></b></p> <p>Do sbd's job for a short time while they are not there</p>  <p>E.g. Could I <b>fill in for</b> him? he asked.</p>     |

### ACTIVITY:

#### I. WRITE A SENTENCE FOR EVERY TERM:

1. TAKE OVER \_\_\_\_\_
2. WORK OUT \_\_\_\_\_
3. TAKE ON \_\_\_\_\_
4. FILL IN FOR \_\_\_\_\_
5. CALL OFF \_\_\_\_\_

# Work

## Phrasal Verbs

1. Match these phrasal verbs with their meanings.

Call off- Take on- Knock off- Hand in- Take over- Carry out-Burn out- Slack off- Lay off-

Knuckle down-

1. \_\_\_\_\_:

Do a particular piece of work, research, etc.

2. \_\_\_\_\_:

Give something to a person in authority.

3. \_\_\_\_\_:

Start working harder and go somewhere else.

4. \_\_\_\_\_:

Stop working.

5. \_\_\_\_\_:

Cancel.

6. \_\_\_\_\_:

Employ someone.

7. \_\_\_\_\_:

Work less hard.

8. \_\_\_\_\_:

Take control of something.

9. \_\_\_\_\_:

Dismiss, usually for economic reasons.

10. \_\_\_\_\_:

Be extremely tired.



