

UNIT 11

Track 55, Page 163

1. Could you please answer the phone?
2. Would you please bring this to the mail department?
3. Would you please make five copies of this form?
4. Could you please repair the printer?

Track 56, Page 169

1. Maybe I'll take a break.
2. I need the number of the technology department. Please look up the number.
3. There's no smoking in this building.
4. Your interview is tomorrow and your hair is too long. You need a haircut.
5. Your license is expired. You need to renew it.
6. Tomorrow is Labor Day. The company is closed.

Track 57, Page 170

One

S: Good morning Carla, Tommy. Carla, how's your mother? Is she still in the hospital?

C: She's much better. Thanks.

S: Glad to hear it. Tommy, could you please work an extra hour today? Carla needs to leave an hour early.

T: Sure!

S: Thank you.

Two

S: Mr. Samuels, we send the lab results to your doctor.

Mr. S: Do I get a copy?

S: No, we don't send you a copy. Let me give you a card. If you would like a copy of your results, you have to call the number on the card. The doctor will have the test results in three days. If the doctor doesn't call you, you should call her.

Three

S: Randy, this is Sharon Taylor at County General. We sent you our weekly order, but I'd like to add two boxes of latex gloves. Yes, five hundred count. Yes. Could you please add two boxes to the order? Thanks.

Four

S: Good morning Ms. Parks, you are here for a blood test, correct? Did you eat anything this morning?

Ms. P: Yes, I just had breakfast. I had a donut and coffee.

S: Oh. Ms. Parks, this is a fasting blood test. You can't eat or drink anything for twelve hours before the test. The doctor didn't tell you?

Ms. P: I don't think so. I don't recall.

S: Don't worry, we can do the test tomorrow. You have to come back tomorrow morning at 8 o'clock and you can't eat or drink anything after 8 o'clock tonight.

Five

S: Ms. Chavan, we have to make a copy of your insurance card. You have Red Lion insurance, so you only have to make a \$10 co-pay. Sam, could you please make a copy of this insurance card. Please put it in Ms. Chavan's file.

Sam: Sure!

S: Thank you.

Six

S: Doug, you were good with that little boy. He was really scared about having a blood test, but he came out of your lab smiling.

D: Thanks!

Track 58, Page 172

How to Lose Your Job in 5 Easy Steps

1. Don't worry about time policies. If you have a half hour for lunch, no one is going to say anything if you take an extra ten minutes. If work begins at 8:30, arrive at 8:45. You can always blame the heavy traffic. No one is counting how many breaks you take. If you have two breaks, no one will notice if you take three.
2. Blame your coworkers if you miss a deadline or do a poor job on a project. Be sure that nothing is your fault. If the boss complains about your work, explain to him that "Randy gave me the wrong directions." Or say, "I did my part. Tom didn't do his part."
3. Don't worry about the office dress code. You should wear what you like to work. Be comfortable. You don't need to wear the traditional dress style of the older employees. Shorts, sweatpants, and T-shirts are always appropriate.
4. Post your feelings about work online. You can trust all your friends. No one will share your posts. Your boss and your company don't follow what is happening online. They will never see posts like these:
"My boss always complains about everyone. But no one ever sees him working."
"I lied to my boss today. I told her I had a big exam and needed the day off. Hah! She believes anything!"
5. Call other employees by nicknames. Give each employee a funny name based on their personality or their habits. If a coworker eats candy all the time, call him *Jelly Beans*. He'll think it's funny.

UNIT 12

Track 59, Page 178

Henry is a single father with two children. His son, Diego, is 11 and his daughter, Jessica, is 10. He drops his children off at school

at 8 o'clock. After he drops off the children, Henry stops at a coffee shop for a large cup of coffee. Then, he drives to work at the bank. His children get home from school at 3:15, but Henry

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