

EASY at Work: Service & Hospitality

Unit 13, Lesson 1: Lesson Script

Luis Hey, Sergei.
Sergei Hey, Luis!
Sergei Why are you so happy?
Luis I got a new job at the restaurant.
Sergei You did? Which job did you get?
Luis I'm a waiter now. I'm not a busboy anymore. I got promoted. It's called a promotion, my friend.
Sergei I could use a promotion.
Luis I know. That's why I'm here.
Sergei What do you mean?
Luis Check this out. There's a custodian job open at the Baker Resort Hotel. I think you have the skills for it.
Sergei Pearl told me about this job.
Luis She did? Did you apply?
Sergei No, I lost the notice.
Luis Well, I brought you another one. Look at this job description.
Luis Look at the wages and benefits.
Sergei That's good money. It's more than I make here.
Luis And the benefits are great, too.
Luis Look at this...The custodians clean the lobby,
Luis they clean and restock the bathrooms and they take out the trash.
Sergei I do all that here. If it's full I empty it, if it's empty I fill it.
Luis Can you fix power equipment?
Sergei Yes, I can fix things. I took a class.
Luis So, you fix equipment here?
Sergei No, I don't use all of my skills here.
Luis You have the skills for this job. This says you need a diploma. Did you finish school?
Sergei Yes, then I learned English. I'm qualified for this job. What are the other duties?
Luis Loading and unloading the trucks.
Sergei I'm doing that now. I have to get back to work.
Luis And you have to apply for a better job. I'll see you, Sergei.
Sergei Oh! Wait, wait. Give me that. I have to move up in the world.
Luis Does promotion mean getting a better job?
Sergei Yes, a promotion is getting a better job.
Sergei Am I qualified for the custodian job?

Luis Yes, you are qualified for the custodian job.
Luis Why is the job at the hotel better for Sergei?
Sergei It has better pay and benefits.
Luis Is speaking English a job skill?
Luis Yes, speaking English is a job skill.

Unit 13, Lesson 1: Vocabulary & Phrases

application

name

month

gardening

mall

safety workshop

accident

janitor

bonus

I got a new job.

Let's see.

Give me that, please.

Take out the trash.

Unit 13, Lesson 1: Conversation Practice

Luis A good source of jobs is to ask your friends and relatives.
Luis How many years have you worked at that mall?
Sergei A year and a half. I like it there.
Luis How long have you worked at the mall?
Sergei Too long. It's time to get a better job.
Luis Make a list of your job skills.
Sergei Why should I do that?
Luis Because it makes it easier to apply for a better job.
Sergei OK, help me.
Sergei Do you know of any job openings?
Luis There's a custodian job open where I work.
Sergei Are there any jobs open where you work?
Luis Yes, the hotel has an opening for a custodian.
Luis Do you want a better job?
Sergei Of course I want a better job, doesn't everyone?

Unit 13, Lesson 2: Lesson Script

Sergei Hi, Luis.
Luis Hey Sergei. How are you doing?
Sergei I came to see if you can help me fill out the application for that custodian job.
Luis Sure. I'm glad that you're here. Let's do it right now. Grab a chair.
Sergei First things. My name and my address. That's easy.
Sergei OK, now my education. Here's my high school, and Baker Adult Center for English.
Sergei What's next? Employment History.
Luis That's the different places you worked at. The HR people call it Work Experience.
Sergei Well, I started at Lorenzo's Garage. I pumped gas. That lasted six months.
Sergei I'll copy it off my resume. Look at this. See?
Sergei I also did some gardening work with a local company. That was tough work. Tough on the back.
Luis Who was that with?
Sergei That was Mello's Gardeners.
Luis And then you got the job at the mall doing maintenance. When was that?
Sergei That was, let me count, one year, that's twelve months, another five... makes seventeen months ago.
Luis OK. Don't forget the addresses.
Sergei Here, give me that resume. I can copy the names and addresses from there.
Luis Hey, look. It says: List latest employers first.
Sergei Oh no. Hey, it's no big deal.
Luis Yes it is. Get it right. The first thing they read should be the best.
Luis Little things like that make a difference.
Luis There are more of these forms up there.
Sergei Now, Professional and Technical Training.
Luis Well, that's the Electrical Safety course you took. Did you use a computer to write this?
Sergei Yes, of course.
Luis Did you study computers?
Sergei I took a computer class in night school.
Luis Well, write that on the next line. Did you take any other courses or workshops?
Sergei What about that safety workshop I went to? I learned how to prevent accidents at work.
Luis That's good. Write that down on the next line. You need to put the name of your boss. You left it out.
Sergei He's still my boss. I don't want them to call him.
Luis They will not call him unless they offer you the job.
Sergei Are you sure?
Luis Yes. Then you can give notice after that.

Sergei Give notice? No, I'll just leave. It's difficult to tell a boss that you have a better job.
Luis No. You tell him and you give two weeks notice so he can find someone else.
Luis That way, you've got a good reference.
Sergei OK. They'll need two weeks to find a new janitor. Thanks for helping. I think that's it!
Luis Good luck.
Luis I hope he gets the job. I need that \$150 bonus.
Sergei What is this?
Luis It's a blank application for a job.
Sergei What do I put under Professional and Technical Training?
Luis You write down all the courses and workshops you went to.
Sergei The school courses and the work courses?
Luis Yes. All the courses you have done.
Sergei What is job experience?
Luis It's the jobs you have done and how long you did them for.
Sergei Why is it good to put your last job at the top of the list?
Luis Because your last job was the best. It makes you look good.

Unit 13, Lesson 2: Vocabulary & Phrases

job application

safety

workshop

a bad accident

work experience

three year's work experience

high school education

I'm glad that you're here.

When was that?

Grab a chair.

Don't forget.

It's no big deal.

Unit 13, Lesson 2: Conversation Practice

Luis Are you qualified for the job?
Sergei Yes, I'm an experienced custodian and I've taken several training courses.
Luis Did you graduate from high school?
Sergei No, I didn't graduate from high school. I have a GED.
Sergei Did you get a diploma?
Luis Yes, I did. I graduated from high school.
Luis Why did you study appliance repair?
Sergei I wanted to improve my job skills.
Luis When did you take the appliance repair course?
Sergei I took the class at night.
Luis Where did you take the safety class?
Sergei Oh, that was on-the-job training at the mall.
Luis Where did you take the safety workshop?
Sergei I took the class at work.

Unit 13, Lesson 3: Lesson Script

Sergei I hope the hotel calls me.
Pearl You really want that interview, don't you? You worked hard to qualify for a better job.
Sergei I like to work hard. Oh good, here's a message.
Answering Machine Sergei. Hey man, when are youCall me when you get a chance man, 555-97... Thanks!
Sergei I didn't understand that message. Did you understand it?
Pearl No, he spoke too fast. Play it again.
Answering Machine Sergei. Hey man, when are youCall me when you get a chance man, 555-97... Thanks!
Sergei Why didn't he speak slowly and clearly?
Pearl I don't know. Who was it?
Sergei He didn't say his name, did he?
Pearl You need to say your name clearly when you leave a message.
Sergei I didn't get the phone number. Could you understand the number?
Pearl No, I couldn't understand that either.
Sergei There's another message. Listen.
Answering Machine Hello. This is Teresa Lopez at the Baker Resort Hotel. I have a message for Sergei Dyvok.
Answering Machine We want to interview you for the custodian job.
Answering Machine Please call me at 650-555-1000 to set up an appointment.
Answering Machine The number again is 650-555-1000. I'll be in the office between 9:00 and 5:00.
Pearl Now there's a message we can understand.
Sergei Ms. Lopez spoke slowly and clearly.
Answering Machine Hello. This is Teresa Lopez at the Baker Resort Hotel.
Sergei She said her name.
Answering Machine I have a message for Sergei Dyvok.
Sergei She said who the message is for.
Answering Machine We want to interview you for the custodian job.
Sergei She said what the message is about.
Answering Machine Please call me at 650-555-1000 to set up an appointment. The number again is 650-555-1000.
Sergei She left her number and she repeated it.
Answering Machine I'll be in the office between nine and five.
Sergei She told me when to call back. Yes!
Pearl What are four things to leave on a message?
Sergei Your name, your number, who the message is for and when to call back.
Pearl How many times do you leave the telephone number?
Sergei Leave the number two times.

Pearl
Sergei

Do you speak slowly or quickly?
Always speak slowly and clearly.

Unit 13, Lesson 3: Vocabulary & Phrases

extension

star

phone

operator

zero

department

human resources department

management office

message

You really want to think about that.

Play it again.

slowly and clearly

Could you understand?

between nine and five

Unit 13, Lesson 3: Conversation Practice

Hotel Operator I am the hotel operator. I help callers reach the right department.
Hotel Operator Good morning, Baker Resort Hotel. How may I help you?
Caller I'd like to reach a guest.
Hotel Operator And the guest's name, please?
Caller Mr. Thompson.
Hotel Operator What is his first name, please?
Caller Jack.
Hotel Operator OK, here you go.
Hotel Operator Good morning, Baker Resort Hotel. How may I help you?
Caller I'm calling for Xiang Mein, please.
Hotel Operator Let me look that up.
Hotel Operator Can you spell the last name, please?
Caller M E I N.
Hotel Operator Thank you. I'll connect you.
Hotel Operator Good afternoon, Baker Resort Hotel. How may I direct your call?
Caller Can you connect me to the room for Janet Purcell?
Hotel Operator Sure, one moment.
Hotel Operator I'm sorry that guest hasn't checked in yet. Would you like to leave a message?
Caller Can I do that?
Hotel Operator Certainly, what's your message?
Caller I am supposed to meet her at 6:30 this evening,
Caller and I need to let her know that I'll be half an hour late.
Hotel Operator Let me read that back to you.
Hotel Operator You're supposed to meet her at 6:30 this evening and you'll be a half an hour late.
Hotel Operator And your name and number, please?
Caller This is Peggy Smart. And my cell is 555-7456.
Hotel Operator And your area code?
Caller Six zero five.
Hotel Operator Great, I will give this to the front desk.
Hotel Operator Good morning, Baker Resort Hotel. How can I help you?
Caller Hi, I need to get a room.
Hotel Operator I'll connect you with Reservations. Please hold a moment.
Hotel Operator Good evening, Baker Resort Hotel. How may I direct your call?
Caller What are your rates?

Hotel Operator

That would be reservations, let me connect you.

Hotel Operator

Good afternoon, Baker Resort Hotel. May I help you today?

Caller

Do you have a department that helps with meetings and banquets?

Hotel Operator

Yes, let me transfer your call to Conference Sales. Here you go.

Hotel Operator

Good morning, Baker Resort Hotel. How may I help you?

Caller

I want to find out about having a wedding at the hotel.

Hotel Operator

Very good. That would be the Events and Meetings office. May I connect you?

Unit 13, Lesson 4: Lesson Script

Sergei It's not five o'clock yet. I'm going to call her now.

Voicemail Hello, welcome to the Baker Resort Hotel.

Voicemail For reservations, please press 1, for directions, please press 2.

Voicemail If you know your party's extension, press star.

Sergei That's too fast for me.

Pearl Put the phone down and dial again. Let's listen together.

Voicemail Hello, welcome to the Baker Resort Hotel.

Voicemail For reservations, please press 1, for directions, please press 2.

Voicemail If you know your party's extension, press star.

Voicemail For an operator, press zero or hold on the line.

Pearl OK, press zero for an operator.

Hotel Operator Good afternoon. Baker Resort Hotel. Tammy speaking. How may I help you today?

Sergei Ms. Lopez, please.

Hotel Operator Can you tell me which department she is in?

Sergei The Human Resources Department.

Hotel Operator Thank you. Please hold a moment while I find the number. Here you are. I'll put you through now.

Sergei Thank you.

Susan Kahn Good afternoon. Baker Resort Hotel management offices.

Susan Kahn This is Susan Kahn. How may I help you?

Sergei Oh, I wanted to speak to Ms. Lopez.

Susan Kahn That's OK. This is the right number. She's on the phone.

Sergei This is Sergei Dyvok. I'm returning Ms. Lopez's call.

Susan Kahn Yes, Mr. Dyvok. She's on the other line. Can I put you on hold for a minute?

Sergei Sure. I can wait.

Susan Kahn I'll connect you when she's finished her call.

Susan Kahn Teresa, I have Sergei Dyvok on the line for you.

Teresa Oh yes. Put him through please.

Susan Kahn Mr. Dyvok. I'll put you through now.

Sergei Thank you.

Teresa Mr. Dyvok. Thank you for calling back.

Sergei I was happy to get your message.

Teresa Your application looks good. Can you come to my office at 10:00 tomorrow morning?

Sergei I'm sorry. I'm working in the morning.

Sergei Can I come at 11:45 - before midday? I have my lunch break at 11:30.

Teresa 11:45 it is. We'll see you tomorrow morning.
Sergei I got an interview!
Pearl Congratulations!
Teresa Does the hotel have rules for how to answer the phone?
Susan Kahn Yes. Have a seat.
Susan Kahn Number 1. Pick up the telephone before three rings.
Susan Kahn I always try to answer the phone before the third ring.
Susan Kahn Number 2. Greet the caller warmly. Give your name. Then, ask how you can help. Watch me.
Susan Kahn Good afternoon. Baker Resort Hotel. Human Resources.
Susan Kahn This is Susan Kahn. How may I help you?
Susan Kahn I say the name of the business and my name when someone calls at work.
Teresa Good. You also said your department name.
Susan Kahn Right. We also have rules for putting a customer on hold. Listen. Let me show you.
Susan Kahn May I put you on hold for a minute? Wait for the caller's answer.
Sergei Sure. I can wait.
Teresa That's right. They might not be able to wait.
Susan Kahn I ask them if they would like to leave a message or if they would like your voice mail.
Teresa OK. Let me listen.
Susan Kahn Ms. Lopez is on a call. Would you like her voice mail or can I take a message?
Sergei May I leave a message for her, please?
Susan Kahn Of course. What's your name?
Sergei Sergei Dyvok.
Susan Kahn Would you spell that for me, please.
Sergei Sergei, that's S-E-R-G-E-I. And my last name is Dyvok, that's D-Y-V-O-K.
Susan Kahn Thank you. What message would you like to leave?
Sergei I just wanted to confirm our meeting for tomorrow at 11:45.
Susan Kahn Thank you, Mr. Dyvok. I'll let her know. I write all that down and put the time on it.
Teresa Good phone habits are part of good customer service.
Susan Kahn When do I transfer someone to voice mail?
Susan Kahn When they can't wait.
Teresa What do you write on a phone message?
Susan Kahn The caller's name, their message and the time of the call.
Susan Kahn How long should I let the phone ring?
Teresa One, two or three rings. Not more.

Unit 13, Lesson 4: Vocabulary & Phrases

telephone

rings

voice mail

time

make an appointment

call back

Please call back in five minutes.

She'll return in two hours.

It's OK to speak slowly.

Always speak clearly.

Can I put you on hold?

Hang on. I'll get him.

I can wait.

I'll connect you.

I'll put you through.

I'll let her know.

Unit 13, Lesson 4: Conversation Practice

Hotel Operator Now, I will be the Reservations Clerk.
Hotel Operator The Reservations Department reserves, or books, rooms for guests to stay at the hotel.
Hotel Operator Watch.
Hotel Operator Reservations, may I help you?
Caller Hello, I'd like to check your rates for a three night stay.
Hotel Operator What is your date of arrival?
Caller October 3rd.
Hotel Operator Checking availability...
Hotel Operator We have rooms available and the standard double is going to be \$189 per night plus tax.
Hotel Operator Can I book that for you?
Caller OK.
Hotel Operator And your name, please?
Hotel Operator Reservations, may I help you?
Caller Hello, I need a room for two nights next Monday.
Caller Do you have any special rates?
Hotel Operator Do you have an Auto Club card or a corporate account?
Caller I have AAA.
Hotel Operator Then instead of the standard double for \$189, that would be \$170 per night.
Caller OK, let's book that.
Hotel Operator Very good. May I have your name, please?
Caller Brown. First name Lawrence.
Hotel Operator OK, Mr. Brown, I'll need a major credit card to hold the reservation please.
Hotel Operator Sometimes the Reservations Desk is closed and we have to take a message. Listen.
Hotel Operator Operator, may I help you?
Caller I need two rooms for two nights.
Hotel Operator Reservations are closed between midnight and six a.m. Can I take a message?
Caller OK.
Hotel Operator How many persons in each room?
Caller One per room.
Hotel Operator What is the date of arrival?
Caller April 11.
Hotel Operator OK, and you said two nights.
Hotel Operator Would a standard room be OK?
Caller Yes, that's fine. How much is it?

Hotel Operator The rate is normally \$189 per night.
Hotel Operator But Reservations will confirm that when they call back.
Hotel Operator Would you prefer smoking or non-smoking?
Caller Non-smoking, please.
Hotel Operator OK, I will need your name and number,
Hotel Operator and I will have Reservations call back first thing in the morning.
Caller The name is Mrs. Flores and the number is 608-555-9876,
Caller and have them call after eight a.m.
Hotel Operator OK. Thank you, Mrs. Flores.
Hotel Operator Operator, how may I help you?
Caller Hello, I am calling to see if I could arrange a block of rooms for a sales meeting.
Hotel Operator That would be the Meetings Department, but they are closed after seven p.m.
Hotel Operator They can offer special rates for groups who need a lot of rooms.
Hotel Operator May I take a message?
Caller Oh, of course. My name is Roberta Flores.
Hotel Operator OK, Mrs. Flores and is there a company name and number?
Caller Yes, the company is Flores and Associates.
Caller The number is 838-555-0900.
Hotel Operator Is there an extension?
Caller Extension 5350.
Hotel Operator Five, Three, Five, Oh. Very good, thank you.
Hotel Operator The Meetings department will call first thing tomorrow.

Unit 13, Lesson 5: Lesson Script

Teresa Good afternoon, Mr. Dyvok. Welcome to the hotel.

Sergei Good afternoon.

Mr. Martinez I'm Carlos Martinez. I'm the Rooms Division Manager, I manage all the guest services in the hotel.

Teresa And I'm Teresa Lopez, HR Manager.

Sergei Nice to meet you both.

Teresa Please, have a seat. May I call you Sergei?

Sergei Of course.

Teresa Thanks for coming to see us. I see you're a custodian at the Five Corners Mall.

Teresa How long have you worked there?

Sergei I've worked there for a year and a half.

Mr. Martinez Tell me about your job there.

Sergei I clean the floors. I take out of the trash. I do the recycling. I also do building maintenance.

Mr. Martinez Are you trained to use power equipment?

Sergei Yes, I am. I use buffers, high-pressure washers, and almost any small power tools.

Sergei I also maintain them.

Teresa Where did you go to school?

Sergei Well, I studied English at Baker Adult Center.

Teresa Your English is very good. Did you graduate from high school?

Sergei Yes. My parents were very strict about that.

Teresa That's good. We only take graduates for this job.

Mr. Martinez Now, have you continued your education?

Sergei I'm a certified Electrical Safety Technician. I'm trained to prevent electrical hazards.

Mr. Martinez Where did you take that training?

Sergei I took an online course from a Community College.

Mr. Martinez So you have computer skills too?

Sergei Yes, I do. A friend of mine taught me how to use computers.

Teresa Sergei, do you have a driver's license?

Sergei Yes. I also have a commercial driver's license - a CDL.

Teresa So you can drive heavy trucks, good. And do you have a clean driving record?

Sergei Yes. I've never had any tickets or accidents.

Mr. Martinez I see here on your application that you did a Safety Workshop. What did you learn there?

Sergei Well, we learned to use warning signs so customers won't get hurt;

Sergei when to use gloves to protect our hands from chemicals;

Sergei when to use safety glasses;

Sergei how to check safe electrical wiring.
Mr. Martinez OK, good. The custodians also load and unload the trucks. Can you lift 75 pounds?
Sergei Sure. I unload trucks at the mall.
Teresa Why do you want to work for the Baker Resort Hotel?
Sergei This job offers more opportunities to use my skills.
Teresa And, what can you add to our team?
Sergei I have good work habits. I am honest and reliable. I've never had an accident at work.
Mr. Martinez Why do you want to change jobs?
Sergei I like my job at the mall. I just don't use all of my skills.
Teresa How much notice do you need to give them?
Sergei Two weeks. And there's a young man there that wants to move up.
Teresa Well, he might get his chance. Do you have any questions?
Sergei Yes. If I get the job, what shift would I have?
Teresa You would start on the swing shift from four o'clock in the afternoon to midnight.
Teresa If you do a good job, then you can transfer to the day shift.
Teresa Now, we will have to check your driving record.
Teresa Here's the permission form. Will you please sign this so we can check your driving record?
Sergei Sure.
Teresa You also need a drug test.
Sergei Where do I go to get a drug test?
Teresa We use this lab. Make an appointment to get your drug test. They'll send the results to us.
Sergei All right. Are you going to call my references?
Teresa If everything checks out, then we'll call you before we call your references.
Teresa Then we can offer you the position.
Sergei OK. Thank you.
Sergei What is a clean driving record?
Teresa It means you have no tickets and no accidents.
Sergei When do you call my references?
Teresa After we have the results of your test and after you have told us you will take the job.
Sergei What papers did I sign at the interview?
Teresa You signed papers that allow us to check your driving license.
Sergei Why do I need to go to the lab?
Teresa Because you need to take a drug test.
Sergei Where do I get a drug test?
Teresa At the lab. The address is written on the card.

Unit 13, Lesson 5: Vocabulary & Phrases

floors

trash

power equipment

buffers

high-pressure washer

power tool

hazards

accidents

heavy trucks

warning signs

chemicals

gloves

safety glasses

electrical wiring

custodian

Unit 13, Lesson 5: Conversation Practice 1 of 3

Teresa Let's go over Sergei's skills and education.
Teresa Do you have a high school diploma?
Sergei No, I don't. I have a GED Certificate.
Teresa When did you finish high school?
Sergei I earned my GED Certificate after I learned English.
Teresa Where did you study English?
Sergei I went to Baker Adult School.
Teresa Where do you work?
Sergei I'm a custodian at Five Corners Mall.
Teresa How long have you worked there?
Sergei I've worked there for three years.
Teresa Do you have experience with power equipment?
Sergei Yes, I do. I'm familiar with most cleaning equipment.
Teresa Can you fix and maintain equipment?
Sergei Yes, I can fix almost anything.
Teresa Do you have a driver's license?
Sergei Yes, I do. I'm a pretty good driver.
Teresa Do you have a clean driving record?
Sergei Yes, I do. I've never had a ticket.
Teresa Not even a parking ticket?
Sergei Well, I admit, I did get a parking ticket last year.

Unit 13, Lesson 5: Conversation Practice 2 of 3

Mr. Martinez Some words, when put together, change their meaning. Let's see.
Mr. Martinez So what do you do at the mall?
Sergei I take out the trash. Sometimes I help to put up displays and decorations or flags.
Mr. Martinez What else do you do?
Sergei Well, then I take down the displays and put away the materials.
Mr. Martinez Do you repair any equipment?
Sergei Oh sure. But I'd like to do more of it.
Sergei I can break down any machine and put it back together.
Mr. Martinez And what about your education?
Sergei Well, I had a little slip-up.
Sergei I made a mistake when I had to drop out of high school to work.
Sergei But I went back and made up for it with a GED.
Mr. Martinez Well, thank you for coming. We have to interview a couple of other candidates,
Mr. Martinez but when I make up my mind I will call about the job.
Sergei Thank you.

Unit 13, Lesson 5: Conversation Practice 3 of 3

Teresa Watch how people ask questions with "Do you know...?"
Teresa Do you know why this machine isn't working?
Sergei It's not plugged in.
Teresa Do you know why this machine isn't working?
Sergei No, I don't. I think it's broken.
Teresa Do you know who the manager is?
Sergei The manager is Mrs. Stevens.
Teresa Do you know what time the store closes?
Sergei The store closes at seven p.m.
Teresa Do you know how much this costs?
Sergei It's nineteen ninety-five plus tax.
Teresa Now use "Could you tell me...?"
Teresa Could you tell me why this machine isn't working?
Sergei It's not plugged in.
Teresa Could you tell me why this machine isn't working?
Sergei I don't know, I think it's broken.
Teresa Could you tell me who the manager is?
Sergei The manager is Mrs. Stevens.
Teresa Could you tell me what time the store closes?
Sergei The store closes at seven p.m.
Teresa Could you tell me how much this costs?
Sergei It's nineteen ninety-five plus tax.